Administering IP Office Voicemail Pro

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Part 1: The Voicemail Pro Client

Chapter 1: Voicemail Pro administration overview

This manual covers general Voicemail Pro administration. Due to the flexibility of the product it is not exhaustive, but it provides examples for most aspect of voicemail server configuration and usage.

It is mainly focused on the use of the Voicemail Pro client to configure and manage the voicemail server. However, aspects of administration that can be performed through the web management interface on the voicemail server are also covered.

Related links

Number of simultaneous users on page 15
Unified Communications Module Voicemail Pro on page 16
Toll Fraud Consideration on page 17
Voicemail Pro licenses on page 17
Text-to-Speech on page 17
Downloading the client installer from the server on page 18

Number of simultaneous users

All connections between the voicemail server and the IP Office are established through LAN using data channels.

The maximum number of data channels that can be simultaneously used for voicemail operation are shown below.

IP Office	Maximum number of data channels
IP500 V2	40
IP Office Server Edition[1]	250
IP Office Select[1][2]	500

1. Actual capacity depends on the server type: Dell R640/R630/OVA = 250, HP DL360 = 150 or HP DL120/Dell R210 = 75.
2. If using dual active Voicemail Pro.

For systems other than IP Office Subscription, the actual number of simultaneous users is determined by the licenses added to the IP Office configuration. IP Office Subscription mode systems are able to access the maximum number of channels.

Note that some specific functions can have voicemail channels reserved for their use or can have channel restrictions. That is done through the **Voicemail Channel Reservation** settings in the IP Office system configuration.

Related links

Voicemail Pro administration overview on page 15

Unified Communications Module Voicemail Pro

Voicemail Pro is pre-installed on Unified Communications Module. However, the following behaviors of a voicemail server installed on Unified Communications Module are different from a standard voicemail server:

- **Supported Languages**:

  Only the English US and English UK languages are supported for Text to Speech (TTS).
- **Accessing Voicemail Pro Server**:

  To access the voicemail server running on Unified Communications Module, use the IP address or the DNS name of the IP Office control unit that hosts Unified Communications Module.
- **Backup and Restore Settings**:

  Backup files can be saved on a USB storage. The available file paths for the USB storage are /media/sdb1 and /media/ sdc1. As the storage space available on UC Module SSD is limited and primarily required for saving call recordings, use a USB storage for the backups.
- **Default Debug Level**:

  The default general system preference for the Debug Level is Critical.
- **Number of Simultaneous Users**:

  The maximum number of data channels that can be simultaneously used for voicemail operation is 40. However, if one-X is also enabled on Unified Communications Module, the maximum number of data channels that can be used simultaneously may reduce to 20.
- **Storage Space for Call Recordings**:

  Voicemail call recordings use an approximate storage space of 1 Mb for each minute of recording. Therefore, the available storage space on UC Module SSD is limited to an estimated maximum of 400 hours of call recordings. Consider this fact if you plan to use the voicemail server installed on Unified Communications Module for centralized voicemail.
- **Database actions**:

  Database actions are not supported.

Related links

Voicemail Pro administration overview on page 15

Toll Fraud Consideration

The voicemail server is highly customizable, especially when used to reroute external calls rather than just record messages. Even when this is the intended functionality, it should be thoroughly tested to ensure that it is only available to the intended users and only to the for intended destinations, especially if those destinations are external numbers.

Similar care should be taken when using voicemail controls that allow the changing of user, group and system call forwarding destinations, break out numbers, etc.

In general:

- Test all call flows with the deliberate intent to find possible issues.
- If necessary use the Route Incoming Call action to check whether the caller is internal or external.
- Where possible employ PIN codes to restrict the use of call flows.

Refer to the Avaya IP Office™ Platform Security Guidelines document for further details of both securing the voicemail server and the IP Office system as a whole.

Related links

Voicemail Pro administration overview on page 15

Voicemail Pro licenses

The **Help** > **About** screen in the Voicemail Pro client can be used to check which IP Office the voicemail server is working and the licenses it has received from that IP Office.

The license keys are entered into the IP Office configuration using the IP Office Manager. If the voicemail server is installed without licenses, it will run for 2 hours and then shutdown.

Related links

Voicemail Pro administration overview on page 15

Text-to-Speech

The voicemail server can support text-to-speech features. For example for entry prompts and for email reading. See Using the Speak Text Action on page 289.

Note however that the TTS languages are not installed by default. The system requires the TTS prompts to be installed by a system maintainer

Related links

Voicemail Pro administration overview on page 15

Downloading the client installer from the server

About this task

The installer for the Voicemail Pro client can be downloaded from the server's web management menus. The client can then be installed on a Windows PC.

Procedure

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the ☰ icon next to the server and select **Platform View**.
3. In the platform view, click on the **App Center** tab.
4. Download and install the Voicemail Pro client package.

Related links

Voicemail Pro administration overview on page 15

Chapter 2: Logging In

Having installed the client , you can use it to login to the voicemail server. By default, access is controlled by the security configuration of the IP Office system to which the voicemail server is connected. By default, only the Administrator service user has access to the voicemail server. However, you can use the IP Office system's security setting to configure access for other accounts.

Voicemail Pro Client Access is Disabled by Default

The **Enable Voicemail Pro Client Interface** setting available in the server's web manager menus is off by default. You must enable this setting in the server's web management menus before the client can be used to change the service's configuration. See Configuring server preferences on page 325

Related links

Logging into voicemail on page 19
"Confirm callflow download" Message on page 20
The "Continue offline" message on page 21
Switching between online and offline mode on page 21
Logging out on page 22
Closing the client on page 22

Logging into voicemail

Procedure

1. From Windows, start **IP Office** > **IP Office** > **Voicemail Pro Client**.
   - If the client has been started in offline mode previously, it will restart in that mode. Click before, it will start in the same mode as it used previously. If it fails to do that or if it is the first time that the client has been started, the select mode menu is displayed.
2. If the client was last used in offline mode, it will restart in that mode. To change mode, click **File** > **Log In**. That displays the login menu.
3. To login to a running voicemail server (online), enter the server details:
   a. Enter the **User Name** and **User Password** for an administrator account.

b. In the **Unit Name\IP Address** field, enter the DNS name or the IP address of the voicemail server.
   - For voicemail running on a Unified Communications Module, use the address or name of the IP Office control unit hosting the module.
   - Alternatively, click on **Browse** to search the local network for a server and select a server from the results.

c. Click **Log In**.

d. If the error message "`Failed to create remoting interface`" appears, then access to the voicemail service using the client is not enabled. Enable Voicemail Pro client Interface setting in the voicemail server's web manager. See Configuring server preferences on page 325.

e. If connected to a remote server, the following window opens up. If you select **Download**, any call flow currently loaded in the client is overwritten. For more details see "Confirm callflow download" Message on page 20.

4. If you want to change how you connect, click **Select Mode**. This displays the following options:

Mode	Description
Online	If this option is selected, the client will display the menus for selecting the voicemail server to which it should then connect. The name and password of any administrator account configured on the server will be required for access. The account used will determine the range of actions that can be performed on that server.
Offline	Select this option to use the client without connecting to a voicemail server. This mode can be used to view, edit and create call flows imported from a voicemail server or for export to a voicemail server.
Google TTS/ASR	Subscription systems can support a number of Google speech features. Select this option is you want those options available in the offline configuration mode.

Related links

Logging In on page 19

"Confirm callflow download" Message

When the client connects to a voicemail server, a check is made to see if the call flow already stored locally on the client matches that on the server.

If the call flow is the same, no data will need to be copied from the server to the client. If the call flow is different you can chose to download the call flow from the server or to use the local call flow.

- **Download**: To download the call flow from the server.

- **Cancel**: If you do not want to download the call flow from the server.

The call flow on the server might be different to the call flow on the client because:

- The local call flow is older than the version on the server, for example if the call flow on the server has been modified by another client.
- The local call flow is newer than the version on the server, for example if the call flow on the server has been worked on while the local client was being used in offline mode.
- The local call flow is from a different server, for example if you are connecting to a different server to the one from which the call flow was previously downloaded.

To upload the local call flow to the server, use the **File** > **Save** or **File** > **Save & Make Live** options from the **File** menu. See Saving call flow changes on page 36.

Related links

Logging In on page 19

The "Continue offline" message

Only one Voicemail Pro client can be connected to a voicemail server at any time. To prevent an idle client session from blocking the server, the server's **Client/Server Connection Timeout** setting is used to disconnect the idle client session. By default, the timeout is set to 5 minutes. See 'General' System Preferences on page 225.

If your client session has timed out, the client will prompt you whether to re-establish the session or close. You are then able to continue working in offline mode or to close the client.

Related links

Logging In on page 19

Switching between online and offline mode

About this task

It can be useful to connect to a system to get the current system configuration and then disconnect and make changes offline. If the Voicemail Pro client and server are on the same computer, you can switch between online and offline mode without having to log out.

Procedure

1. From the **File** menu, select **Select Mode**.

Mode	Description
Online	If this option is selected, the client will display the menus for selecting the voicemail server to which it should then connect. The name and password of any administrator account configured on the server will be required for access. The account used will determine the range of actions that can be performed on that server.
Offline	Select this option to use the client without connecting to a voicemail server. This mode can be used to view, edit and create call flows imported from a voicemail server or for export to a voicemail server.
Google TTS/ASR	Subscription systems can support a number of Google speech features. Select this option is you want those options available in the offline configuration mode.

2. If you select **Online**, the normal login process continues.

Related links

Logging In on page 19

Logging out

About this task

It can be useful to connect to a system to download the current system configuration and then disconnect and make changes offline. You can then test configuration changes offline before applying them to a live system. Logging out is not the same as closing the client, see Closing the client on page 22.

Procedure

From the **File** menu, select **Log Out**.

You are logged out of the voicemail server and placed in offline mode. You can either make configuration changes offline and then log back in when you are ready or log on to a different server to work. See Logging In on page 19.

Related links

Logging In on page 19

Closing the client

About this task

When you have finished working, you can close the Voicemail Pro Client.

Procedure

1. From the **File** menu, select **Exit**.
2. If you have not made any changes, the Voicemail Pro Client closes and you are returned to the desktop. If you have made any changes, the system prompts you whether you want to save the changes. Do one of the following:
   - Click **NO** to not to save any changes.
   - Click **YES** to save changes made. Your changes are saved but not made live.
3. Click **Save & Make Live** to make the changes live.

Related links

Logging In on page 19

Chapter 3: Administrator account types

There are two types of administrator accounts that can use the client to access the voicemail server. Which type is used is controlled by the `Enable Referred Authentication` setting of the server hosting the voicemail service.

Referred Authentication	Administrator Account Type Used
Enabled	**IP Office Service User Accounts** Access to the voicemail server is controlled using IP Office service user security settings. These are configured and managed through the IP Office security settings. See Editing IP Office security users on page 24. • For a UCM module, that is the shell IP Office service running on the module itself, not the host IP Office system.
Disabled	**Local Server Accounts** These accounts stored in the settings of the voicemail server. By default one local account (*Administrator*) exists. Once connected using that account, you can create additional local accounts. See Local Administrator Accounts on page 26. • If a local administrator tries unsuccessfully to log in three consecutive times, the administrator account is locked and cannot be used for an hour. You can release a locked account by changing its *Status* from `Locked` to `Inactive`. If the *Administrator* account gets locked, the server needs to be restarted.

Related links

Editing IP Office security users on page 24
Local Administrator Accounts on page 26

Editing IP Office security users

By default, access to the voicemail server using the Voicemail Pro client is controlled by the IP Office system's security service user settings. By default, only the IP Office Administrator is configured for such access.

Each IP Office service user is a member of one or several rights groups. It is the rights group settings that control what the service users in that group can do, including their level of server access.

Related links

Administrator account types on page 24
Viewing and adjusting rights group settings on page 25
Changing service user membership on page 25

Viewing and adjusting rights group settings

About this task

The rights group settings control what service users who are members of the group can do.

Procedure

1. Using IP Office Manager, select **File** > **Advanced** > **Security Settings**.
2. Select the IP Office system and click **OK**.
3. Enter the name and password for access to the IP Office system's security settings.
4. Select **Rights Groups**.
5. Select the **External** tab. This tab include settings for level of voicemail server access allowed to members of the rights group. Select a particular rights group in the list to see what level of access the rights group has.
   - **Voicemail Pro Basic**: A basic account user can view most of the voicemail settings but can only edit alarms.
   - **Voicemail Pro Standard**: A standard account can perform administration of call flows using the client.
   - **Voicemail Pro Administrator**: An administrator account can administer all settings.
6. If you make any changes, click **OK**.
7. Click on to save the changes.

Related links

Editing IP Office security users on page 24

Changing service user membership

About this task

The rights groups to which a service user belongs set what the service user can do.

About this task
Procedure

1. Using IP Office Manager, select **File** > **Advanced** > **Security Settings**.
2. Select the IP Office system and click **OK**.
3. Enter the name and password for access to the IP Office system's security settings.
4. Select **Service Users**.

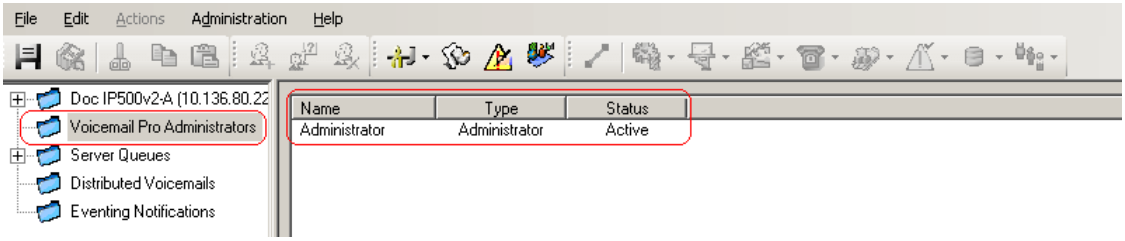
5. Select the required user and check that they are a member of a rights group with the required level of voicemail server access.

Related links

Editing IP Office security users on page 24

Local Administrator Accounts

These are the local administrator accounts. They are only used for access only when IP Office service user accounts are not being used.



Related links

Administrator account types on page 24
Editing local administrators account on page 26
Changing your password on page 27

Editing local administrators account

About this task

When logged in using an account with full administrator rights, you can view and edit the local server administrator accounts. Note that you cannot change the details of the account used to login though you can still use **File** > **Change Password**).

Procedure

1. In the left hand navigation pane, select **Voicemail Pro Administrators**. The name, type and status of any existing Voicemail Pro client administrators are displayed in the right hand pane.
2. Right-click on the right hand pane and select **Add**.
3. Enter the details for the new client user:
   a. **User Name**:Enter a unique name for the administrator account. The name must be at least 6 characters long and must not contain spaces or any of the following characters: \ / : * ? < > | , ;.
   b. **Password / Confirm Password**: Enter and confirm the password for the account. The password should comply following rules: Minimum Length - 8, Maximum Length - 31. The password must include at least TWO of the following: Uppercase, lowercase, numbers, special character [#, *, etc].

c. **Type**: Select the type of account:

d. **Basic** / *Voicemail Pro Basic*: A basic account user can view most of the voicemail settings but can only edit alarms.

e. **Standard** / *Voicemail Pro Standard*: A standard account can perform administration of call flows using the client. A standard administrator can change their own password using **File** > **Change Password** but they cannot add, remove or modify other administrator accounts.

f. **Administrator** / *Voicemail Pro Administrator*: An administrator account can administer all settings including other server administrator account settings.

g. **Status**: By default new users are created as Inactive. Their status changes to Active when they connect to a voicemail server.

4. Click **OK**.
5. Click **Save & Make Live** to save the changes. The user created can now log into the Voicemail Pro Client Server, for more information, see Logging In on page 19.
   - **To modify an account**: Either double-click on the account in the display of administrators or right click on the account and select **Modify**.
   - **To delete an account**: Right-click on the account and select **Delete**.

Related links

Local Administrator Accounts on page 26

Changing your password

About this task

When logged in using a local server account with either *Standard* or *Administrator* access, you can change the account password using the process below. In other scenarios, the password can be changed through the through the Voicemail Pro Administrators settings.

Procedure

1. From the **File** menu, select **Change Password**.
2. In the New Password box, type the new password.
3. In the Confirm Password box, retype the new password.
4. Click **OK**.

Related links

Local Administrator Accounts on page 26

Chapter 4: The Voicemail Pro client window

The Voicemail Pro Client is a Windows interface used to customize the Voicemail Pro Server.

The parts of the Voicemail Pro Client window are:

- **Title Bar**:

  The title bar indicates the telephony interface that is being used, namely IP Office or Intuity. If you are working offline, the title bar displays Offline. If you are working online, the name of the connected server is displayed.

- **Toolbar**:

  The toolbar across the top of the window provides access to the Voicemail Pro options via icons instead of the menus.

- **Navigation Pane**:

  The upper left Navigation pane contains an expandable/collapsible list of customized voicemail start points.

- **Modules**:

  The lower left Navigation pane contains a library of voicemail modules.

- **Details Pane**:

  The details pane shows information relating to the option selected in the left-hand panel.

Related links

Using the Navigation and Details Panes on page 29
Distributed Voicemails on page 30
Users and groups on page 30
Eventing Notification on page 32
Outcalls on page 32
Alarms on page 33
Toolbar icons on page 34
Viewing Call Flows as Text on page 35
Saving call flow changes on page 36
About on page 36

Using the Navigation and Details Panes

The information displayed in the main right-hand window of the Voicemail Pro client depends on what is currently selected in the left-hand navigation windows. For instance, if **Users** is selected, details of all the user mailboxes and the messages in those mailboxes is displayed.

- **Specific Start Points**Specific Start Points: The start points are used to create and edit call flows. Each of the different types of call flow created is group under icons for users, groups and short codes. Double-clicking on those icons will expand or collapse the list of individual start points of that type.
  - **Users**/**Groups**: Clicking on these icons will display a summary of the user or group mailboxes on the voicemail server. Information about the size and contents of the mailbox is displayed and some key settings. You can right click on the mailbox to perform various actions.
  - **Predictive Calls**: This section is used to create call flows for predictive calls made by Avaya Outbound Contact Express.
  - **Short Codes**: Clicking on this icon will display a list of the short code start points configured on the server.
- **Default Start Points**: These icons are used to display the default call flows for different types of voicemail operations.
- **Voicemail Pro Administrators**: Clicking on this icon will display a list of administrator accounts configured on the voicemail server. These are accounts used for remote access to the server.
- **Server Queues**
  - **Alarms**: Click on this icon will display a list of outgoing alarm calls that the voicemail server is current scheduled to make. The list can be used to edit, delete and add alarms.
  - **Outcalls**: Clicking on this icon will display a list of calls (other than alarms) that the voicemail server is currently scheduled to make. These are typically calls to inform users of new messages in their mailbox. The list can be used to edit the call settings.
  - **User Variables**: User variable are values stored by the voicemail server which can be written to and read by actions within call flows. Clicking on the icon will display a list of the user variables and their current values. The list can be used to manually change the value of a variable.
- **Eventing Notification**: The voicemail service can be accessed by other applications to obtain information, for example whether users have new messages waiting to be collected. This section displays information about such connections. See Eventing Notification on page 32.
- **CMM Integration**: For systems using Centralized Media Manager for the archiving of call recordings, display details of the connection.
- **Distributed Voicemails**: In some scenarios, the voicemail server may be connected to other voicemail servers. This section shows the status and activity of connections between the servers. See Distributed Voicemails on page 30.

- **Modules**: Set of call flow actions can be added to modules. Those modules can then be used as part of the call flows answering and handling calls. This panel is used to create and edit modules. See Modules on page 54.

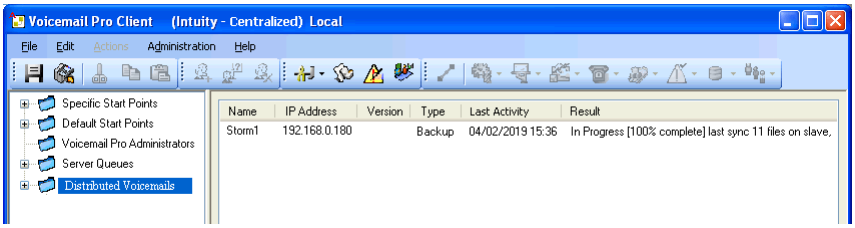
Related links

The Voicemail Pro client window on page 28

Distributed Voicemails

This screen displays information about the other voicemail servers in the network. The menu also shows the progress of synchronization actions between the servers.

- Between the primary and secondary servers in a Server Edition or Select network.
- Between voicemail servers when distributed voicemail is being used in an IP Office Small Community Network.



Related links

The Voicemail Pro client window on page 28

Users and groups

When you click on **Users** or **Groups** in the left-hand navigation pane, the right-hand pane displays information about the user or group mailboxes.

The information can be sorted by clicking on the column headers. The information available is:

Field Name	Description
Name	The user or group name used for the mailbox creation.
Callflows Assigned	The customized call flows created for the mailbox.
Extension	The associated extension number for the mailbox.

Table continues…

Field Name	Description
Size (MB)	The current approximate size of the mailbox including all mailbox messages, recordings and prompts. The maximum mailbox size is limited by the server to 60 minutes of storage. The voicemail server housekeeping preferences should be used to ensure that aging messages are automatically deleted as appropriate to the customer's business requirements.
New	The number of new messages in the mailbox.
Read	The number of read messages in the mailbox.
Saved	The number of messages marked as saved in the mailbox.
Last Accessed	The date and time the mailbox was last accessed.
Web Voicemail	Whether the mailbox is accessible via UMS Web Voicemail and whether it is currently being accessed. No longer supported for R11.1 and higher.
Unopened	The number of messages in the mailbox that have never been opened. This is different from new as messages can be changed from being read or saved to being marked as new.
Exchange Messages	Whether the mailbox is configured to forward messages to an exchange server e-mail account.

If you right-click a mailbox, a list of options is available:

Field Name	Description
Add Start Points / Edit Start Points / Delete Start Points	If the mailbox has any customized call flow start points setup, they are listed in the Callflows Assigned column. Use these options to add additional start points. A list of start point types is displayed which you can then select or deselect. Selecting an option will create a matching start point for the mailbox. Deselecting an option will delete the matching start point and any content.
Clear Mailbox	This option will reset the mailbox. All existing messages and recordings are deleted and any prompts such as the user name and greeting prompts. The mailbox password is not reset. This action is not applied to messages for users using an Exchange server as their message store.
Disable Mailbox	This option will stop the use of mailbox to receive messages. This includes the forwarding of messages to the mailbox and manual or automatic recording placing recordings into the mailbox. If you select this option, also disable the **Voicemail On** setting within the IP Office configuration to prevent IP Office from using the mailbox. This option does not affect any existing messages in the mailbox. Disabled mailboxes are listed as **DISABLED** in the **Last Accessed** column. See Disabling a mailbox on page 182.
View Mailbox Details	This option is available for user mailboxes. Use this option to view and edit various user mailbox settings including the user's alternate numbers, outcalling settings and personal distribution lists.

Related links

The Voicemail Pro client window on page 28

Eventing Notification

Selecting this option will display a list of applications that are using the voicemail server to receive mailbox information. The type of notifications which the application has requested are shown. An example would be the Avaya one-X® Portal for IP Office server requesting user mailbox information about the number of messages and about the user greetings.

Related links

The Voicemail Pro client window on page 28

Outcalls

When you click on **Outcalls** in the left hand navigation pane, details of any currently set calls are displayed in the right hand pane. These are calls being made by the voicemail server.

The types of calls that are displayed are listed below. voicemail server can also be configured for alarm calls, those are displayed on a separate alarms page on which they can also be configured. The information displayed for the calls are:

Field	Description
Type	The type of outgoing call. If you need to describe a series of choices for the field, use an unordered list as follows: • **Callback**: These are new message notification calls being made for mailbox users configured for remote callback. • **Outbound Alert**: These are new message notification calls being made for mailbox users configured for outcalling.
Created	The time and data at which the outgoing call was configured on the voicemail server.
State	The current state of the outgoing call. The options are: **Failed**, **In Progress**, **Conference**, **Queued** and **Suspended**.
Attempts	The number of times the voicemail server has attempted to place the alert call.
Next Attempt	The time and data of the next outgoing call attempt.
Target	The target number for the next call attempt.

There are limits on the number of channels that the voicemail server can use for outgoing calls it can make. The limits are separate for each type of outgoing call type. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by **Voicemail Channel Reservation** settings in the IP Office system configuration. They depend on the type of IP Office system controlling the voicemail server.

- Outcalling can use up to 5 (IP500 V2) or 12 (Linux-based) channels at any time.
- Conference center invitation calls can use up to 5 (IP500 V2) or 12 (Linux-based) channels at any time.

- Callback calls can use up to 2 (IP500 V2) or 5 (Linux-based) channels at any time.
- Alarm calls can use up to 2 (IP500 V2) or 5 (Linux-based) channels at any time.

Related links

The Voicemail Pro client window on page 28

Alarms

The voicemail server can be configured to make alarm calls to users. This is done by directing a caller to an Alarm Set action in a callflow. As an administrator, you can also view the alarms that have been set and also edit those alarms. You can also manually add additional alarms. Alarms can also be viewed and edited using the Voicemail Pro client. The Voicemail Pro is limited to 2 outgoing alarm calls at the same time (subject to voicemail port availability). Any additional alarm calls are delayed until the existing alarm calls have been completed.

Setting	Description
Time (hh:mm)	Set the alarm time in 24-hour format. A time value can be entered or a call variable can be used. If left blank or if the call variable used is not a valid time value, the call flow user is asked to enter a time the same as if **Ask Caller** was selected.
Frequency	Sets how often the alarm should occur. The options are **Single**, **Daily** or **Weekly**. A variable with value 1, 2 or 3 respectively can be used.
Day	Useable with **Single** and **Weekly** alarms. Set the day for the alarm. The option **Today** is also available for alarms where the **Frequency** is set as **Single**.
File	This field is optional. If a file is specified here it is used for the alarm call. If no file is specified the default alarm message ("This is an alarm call, please hang up") is used.
Display Text	By default the alarm will display "Alarm" on the target if it is an Avaya display telephone. This field can be used to customize the text used.
Ring Time	Default = 60 seconds. Range = 5 to 120 seconds. This field set the length of ring time used for the alarm call if not answered.
Retries	Default = 0 (Off). Range = 0 to 10. This field can be used to specify how many times the alarm should be repeated if it is not answered and cleared. When a value other than 0 is selected, the Interval option becomes available to specify the interval between repeats.
Interval	Default = None (Off). If a number of retires is specified, this option can be used to select the number of minutes between repeated alarm attempts until the alarm is cleared.

Table continues…

Setting	Description
Cancel Code	Default = Off. When off, the alarm is cleared if the alarm call is answered. If on, a dialing code can be specified. If the correct code is not dialed in response to an alarm, the alarm is not cleared and will repeat if retries have been specified.
Cancel Code	Default = *, Range = Up to 4 digits. This field is used to enter the dialing required to clear the alarm call. The value * will match any dialing. To cancel the alarm, the cancel code must be entered followed by the hash key (#). The file used to play the alarm message must mention the cancel code and the fact that cancel code must be followed by the hash key (#).

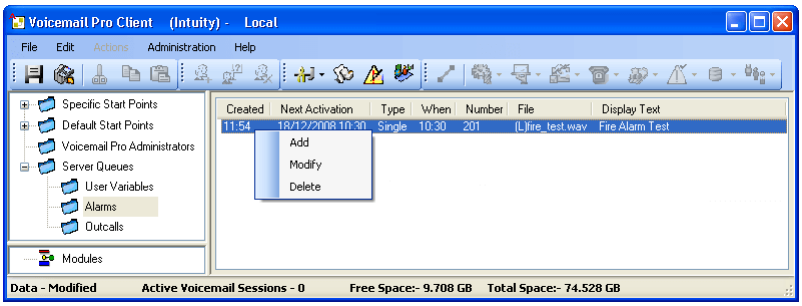
Related links

The Voicemail Pro client window on page 28
Configuring alarm settings on page 34

Configuring alarm settings

Procedure

1. To delete an existing alarm, right click on it and select **Delete**.
2. To add an alarm right click and select **Add**, then use the settings below.
3. To modify an alarm right click on it and select **Modify**.



Related links

Alarms on page 33

Toolbar icons

The client menu bar includes the following icons. Note that some of the icons are grayed out depending on the area of the screen is active.

- **Save As**
- **Save & Make Live**

- **Cut**
- **Copy**
- **Paste**
- **Add Start Point**
- **Edit Start Point**
- **Delete Start Point**
- **Preferences**: See System Preferences on page 224.
- **User Defined Variables**: See Using a User Variable as a Call Variable on page 174.
- **Condition Editor** See Conditions on page 59.
- **Campaign Wizard**: See Campaigns on page 313.
- **Connector**: See Call Flow Action Connections on page 49.
- **Basic Actions**: See Basic Actions on page 82.
- **Mailbox Actions**: See Mailbox Actions on page 106.
- **Configuration Actions**: See Condition Actions on page 150.
- **Telephony Actions**: See Telephony Actions on page 121.
- **Miscellaneous Actions**: See Miscellaneous Actions on page 141.
- **Condition Actions**: See Condition Actions on page 150.
- **Database Actions**: See Database Actions on page 158.
- **Queue Actions**: See Queue Actions on page 163.

Related links

The Voicemail Pro client window on page 28

Viewing Call Flows as Text

About this task

For support calls and diagnostic purposes it can be useful to view Voicemail Pro modules and start points as text files. You can then display the contents of the text file on the screen. The file can be changed as you would change any other text file.

Procedure

Select **File** > **View as Text**.

A notepad window opens containing information of all Conditions and Campaigns as well as all call flow details.

Related links

The Voicemail Pro client window on page 28

Saving call flow changes

About this task

Using Voicemail Pro Client, you can make changes to call flow settings and can save the changes. To apply the changes to the voicemail server operation, you must also make the changes live.

- **Note**: Module callflows that do not contain any actions other than a Start Point are automatically deleted when a save takes place.
- **Close the Voicemail Pro client to Make Changes Live**: Changes to some call flows, especially the conference call flow, will not take effect whilst the Voicemail Pro client is connected to the server.

Procedure

1. Click **Save** to save the changes to the local database.
2. After you log in, click **Save & Make Live** to make the changes live.
   - Click **Save & Make Live** to save the changes and make the changes live in online mode.
   - Click **Save as** to save the call flow database as a `.vmp` file.

   You can include 30 a `.vmp` file in the operation of any voicemail system.

Related links

The Voicemail Pro client window on page 28

About

About this task

The about screen displays information about the IP Office to which the voicemail server is connected and the licenses it has received from that IP Office. This includes information about the operating system being used by the voicemail server.

Procedure

1. In the menu bar, select **Help** > **About** .

   The menu displays information from the voicemail server.

   This includes the address of the IP Office with which it is working and the licenses it has received from that IP Office.

2. To close the information window click the top-right X button.

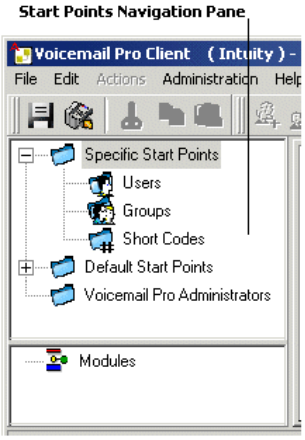
Related links

The Voicemail Pro client window on page 28

Part 2: Callflow Editing

Chapter 5: Call Flow Start Points

Voicemail Pro The voicemail call flow configuration consists of a number of start points. When the voicemail server receives a call, it looks for a matching start point. When it finds one, the call then follows the series of actions that have been linked to that start point. If no match is found, then it provides standard voicemail functions to the call.



The Navigation pane contains an expandable and collapsible list of start points. These can be start points for individual users, hunt groups, short codes and default start points.

- **Specific Start Points** : This folder contains the start points for users, groups and short codes.
- **Users** : This folder contains start points set up for individual users. When selected a list is shown in the details pane containing the mailbox owners names and the names of any call flows that have been assigned to the selected mailbox.

  This is a user who has one or more start points configured. It can be expanded to show the different start points.

  - **Collect** : Used when the user rings voicemail.
  - **Leave** : Used for calls to the user that are redirected to voicemail.
  - **Callback** : Used when voicemail rings a user to inform them of messages in the user's mailbox. See Setting up Voicemail Pro Callback on page 216.
  - **Queued & Still Queued** : Used when calls to the user are queued. See Personal Announcements on page 280.

- **Groups** : This folder contains start points set up for hunt groups. When selected a list is shown in the details pane containing the mailbox owners names and the names of any call flows that have been assigned to the selected mailbox.

  This is a group that has one or more start points configured. It can be expanded to show the different start points.

  - **Collect** : Used when someone accesses the group's mailbox.
  - **Leave** : Used when calls to the hunt group are redirected to voicemail.
  - **Queued & Still Queued** : Used when calls to the group are queued. See Customizing a Hunt Group Call Flow on page 203.

- **Short Codes** : This folder contains any start points set up for particular short codes. Short code start points require the Telephone Number entry of the matching short code in the IP Office Manager to be set up in a particular way. For example, if a Start Point for short code *88 is set up, the settings for short code *88 in the IP Office Manager application must be as follows:

  - Short Code: *88
  - Telephone Number: *88
  - Feature - Voicemail Node: In the above set up, the internal callers can access the start point. To allow external callers access, set up an Incoming Call Route with the destination *88.
  - An individual short code on the IP Office. This requires a matching special short code to be set up in Manager.

- **Default Start Points** : Rather than set up individual start points for every user and group, you can also program actions against the default start points. These will then be used for all calls received by the Voicemail Pro server that don't match a specific start point. See Default start points on page 41.

- **Voicemail Pro Administrators**: When the Voicemail Pro Administrators folder is selected a list is displayed in the details pane. The list contains the name, type and status of the administrators. Details can be added, amended or deleted.

- **Server Queues**: Use this option to view a listing of range settings.

  - User Variables
  - Alarms
  - Outcalls

- **Modules**: Modules are reusable sets of actions. Use modules to create a sequence of actions that you can then use within any other start point's call flow. Any changes to the module will affect all the start points using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of the call flow.

Related links

Default start points on page 41
Using start points on page 42

Adding a start point for a short code on page 42
Editing a start point on page 43
Deleting a start point on page 43
Renaming a user/group/short code on page 43

Default start points

The default start points can be used to create a sequence of actions that will be applied to all suitable calls unless a specific start point exists.

- **Collect** : Used when a caller attempts to access a mailbox.
- **Leave** : Used when a caller is redirected to voicemail.
- **Callback** : Used when the voicemail calls a user to inform them about messages in a mailbox.
- **Queued** : Used for callers queuing for a hunt group or user.
- **Still Queued** : Used for callers queuing for a hunt group or user.

When a default start point is used, the following actions attempt to recognize who the presumed user is (the internal user calling or being called) and access the matching mailbox for that user unless the action specifies another mailbox.

- Get Mail Action.
- Leave Mail Action.
- Personal Options Menu.
- Listen Action.
- Record Name Action.
- Edit Play List Action.

The following actions will automatically recognize who the presumed user is and then use that user's voicemail reception settings unless the action specifies another mailbox.

- Transfer Action.
- Assisted Transfer Action.
- Whisper Action.

Related links

Call Flow Start Points on page 39

Using start points

About this task

Start points can be for individual users, hunt groups, short codes or default start points. All start points can be added, edited , renamed or deleted.

Procedure

1. Either click **Users** or **Groups** and then select **Add**.

   Alternatively, right-click **Users** or **Groups** and select **Add**.

   The Adding a new window opens.
2. Select the name that matches the user or group on the telephone system. To add all users or groups check the option **Add all users**.
3. Select the types of start points required. The start points **Collect**, **Leave**, **Callback**, **Queued** and **Still Queued** are available for both users and groups.
4. Click **OK**.

Related links

Call Flow Start Points on page 39

Adding a start point for a short code

About this task
Procedure

1. Click **Short Codes** and then . The Adding a new short code window opens.

   Alternatively, right-click **Short Codes** and select **Add**.
2. Enter the short code..
   - Short code start points require the telephone number entry of the matching short code in the IP Office Manager application to be set in a specific way. For example, if a start point for short code *88 is set up the settings for short code *88 in the manager application must be as shown below. The short code will set up internal callers to access the start point. To allow external callers access, set up an Incoming Call Route with the extension *88.
     - **Short code**: *88
     - **Telephone number**: *88
     - **Feature**: Voicemail Node.
3. Click **OK**.

Related links

Call Flow Start Points on page 39

Editing a start point

About this task

Procedure

1. In the **Navigation** pane of the main Voicemail Pro window, select the start point to edit and click . Alternatively, right-click the start point and select **Edit**.

   The Editing start point window opens.

2. Make the required changes.
3. Click **OK**.

Related links

Call Flow Start Points on page 39

Deleting a start point

About this task

Procedure

In the **Navigation** pane, select the start point to delete and click . Alternatively, right-click the start point, and then select **Delete**.

The system prompts you to confirm whether you want to delete the selected start point.

- Click **Yes** to delete the start point.
- Click **No** to cancel the deletion.

Related links

Call Flow Start Points on page 39

Renaming a user/group/short code

About this task

Procedure

1. In the **Navigation** pane, right-click the user, group or short code and select **Rename**. The New start point name window opens.

   Type the new name.

2. Click **OK**.

   The start point is renamed.

Related links

Call Flow Start Points on page 39

Chapter 6: Call Flow Actions

When a start point has been added, it can be used to define a sequence of actions. Each action can have a number of results (true, false, no answer, busy) depending on the type of action. Each of these results can be used as a connection point to another action. See Connections on page 49.

A set of actions and connections can also be defined in a module, see Modules on page 54. Modules are reusable sets of actions which can be added into other start point call flows. Changes to a module affect all start points using that module. This simplifies the programming if a number of start points need the same sequence of actions.

Related links

Available Callflow Actions on page 45
Editing Actions on page 47
Call Flow Action Connections on page 49

Available Callflow Actions

The actions that can be included in a callflow are:

- **Start Point**: This special action is present by in all call flows. It is simply the start point for the call flow to which other actions can be linked. While this action has **General**, **Entry Prompts**, **Reporting** and **Results** tabs they should not be used. Any settings added to those tabs will be ignored and should be applied through the tabs of the first additional action added to the call flow and linked to the **Start Point**.

Basic Actions

The following actions are used to control the routing of a call between actions.

- **Generic Action**: Play a prompt entered through the **Entry Prompts** tab to the caller. Also used to enter custom commands for the voicemail server.
- **Speak Text Action**: Enter text and then play it to the caller. Requires TTS to be enabled.
- **Menu Action**: Branch the call flow according to the telephone button press made by the caller.
- **Goto Action**: Go to another start point.
- **Disconnect Action**: Disconnect the call or, for queued hunt group calls, return the call to the call queue.
- **Home Action**: Return to the start point.

- **Module Return Action**: Return to the start of a module.

Mailbox Actions

These actions relate to the leaving and collecting of messages from a mailbox.

- **Get Mail Action**: Collect messages from a mailbox.
- **Leave Mail Action**: Leave a message in a mailbox.
- **Listen Action**: Record to a mailbox.
- **Voice Question Action**: Record responses to a series of prompts.
- **Campaign Action**: Access a campaign to read or leave messages.

Configuration Actions

A caller can use these actions to change the settings of a user or hunt group mailbox.

- **Edit Play List Action**: Re-record a prompt.
- **Record Name Action**: Re-record a mailbox name.
- **Personal Options Menu Action**: Change user or group settings.
- **Select System Prompt Language Action**: Change the prompt language used for the call.

Telephony Actions

These actions relate to telephony functions such as call transfers.

- **Variable Routing Action**: Route on a match to a variable such as the caller's CLI.
- **Route Incoming Call Action**: Route a call depending on whether the call is internal or external.
- **Route by Call Status**: Calls route is determined by why the reason the call was routed to voicemail.
- **Transfer Action**: Perform an immediate transfer to the specified destination.
- **Whisper Action**: Screened transfer.
- **Call List Action**: Transfer to a user selected choice.
- **Dial by Name Action**: Select user/group by keypad letters.
- **Assisted Transfer Action**: Transfer the call and monitor whether the transfer has been completed. If not, link to other following actions.
- **Alphanumeric Collection Action**: Callers use this action to input text and numeric values.
- **Park and Page Action**: Park an incoming call and page a specific user extension or hunt group about the call.
- **Predictive Call Script Action**: Create call flows for predictive calls made by Avaya Outbound Contact Express.

Miscellaneous Actions

- **eMail Action**: Email a recording.
- **Open Door Action**: Open and/or close a door relay.
- **Alarm Set Action**: Set an alarm call time.

- **Clock Action**: Play the time to the caller.
- **Post Dial Action**: Play a recording to an extension.
- **Remote Call Flow**: Include call flows developed elsewhere in an existing call flow.

Condition Actions

These actions are used to create branches in the call routing according to whether a value is true or false.

- **Test Condition Action**: Test whether a condition is true or false.
- **Set User Variable Action**: Set a variable to a particular value.
- **Test User Variable Action**: Test the value of a variable.
- **Test Variable Action**: Check if user dialing matches set digits.
- **Increment and Test Counter**: Increment a counter and then test whether it now matches a specified value.
- **Decrement and Test Counter**: Decrement a counter and then test whether it matches a specified value.

Database Actions

These actions relate to retrieving and adding data to a database.

- **Database Open Action**: Open a database.
- **Database Execute Action**: Perform an action on a database.
- **Database Get Data Action**: Get information from a database.
- **Database Close Action**: Close a database.

Queue Actions

These actions are associated with hunt group queues and are not available to user and short code start points.

- **Queue ETA Action**: Speak the caller's expected time to answer.
- **Queue Position Action**: Speak the caller's queue position.

Related links

Call Flow Actions on page 45

Editing Actions

The processes in this section of the documentation are used to edit call flow actions.

Related links

Call Flow Actions on page 45
Adding an action on page 48
Editing an action on page 48
Deleting an action on page 48

Adding an action

About this task

Procedure

1. Select the start point to which you want to add an action.
2. Click in the Details pane.
3. Click **Actions** and select the type of action that you want to add from the list, for example Basic Actions.
   - From the submenu, select the required action.
   - On the toolbar, click the icon for the required type of action and then select an action from the submenu.

   If you selected **Basic** Actions, you might choose **Speak Text**. The cursor changes to show that you have selected an action to add.
4. Click in the details pane, where you want to place the action.

   The new action is added. You can now edit the action and add connections to it.

Related links

Editing Actions on page 47

Editing an action

About this task

Procedure

1. Double-click the action in the details pane or right-click it and select **Properties**.

   The Properties window opens. Details of the selected action are contained in a set of tabs.
2. Select a tab and change the action properties as required.
3. Click **OK** when you have finished.

Related links

Editing Actions on page 47

Deleting an action

About this task

Procedure

In the **Details** pane where the actions are displayed, click the action to delete.

- From the **Edit** menu, select **Delete**.
- Right-click the action and select **Delete**.

The selected action is deleted.

Related links

Editing Actions on page 47

Call Flow Action Connections

The actions that are added to a start point must be connected before they can be used. The sequence of the connections determines how the call is routed through voicemail.

Each action can have a number of results (for example **True**, **False**, **No Answer** and **Busy**). The types of results depend of the type of action. For each result, a connection can be added.

- Most actions only have a **Next** result, that is, a single connection to the next action.
- Some actions have two results, for example **True** or **False**. Each of these results represents a connection point for different following actions.
- Some actions have multiple results. For example, the Assisted Transfer action has results for **Next**, **No Answer**, and **Busy**. Each of these results represents a connection point for different following actions.
- If a result occurs, for which no connection to a following action has been set, either the call is disconnected or, if it came from a hunt group queue, it is transferred back to the queue.
- Within modules, all connections should end in another action or in a **Module Return** action.

Related links

Call Flow Actions on page 45
Adding a connection on page 49
Deleting a connection on page 49

Adding a connection

About this task

Procedure

1. Click the icon.
2. Click and drag the cursor from action's result that triggers the connection to the action that should follow the connection.

Related links

Call Flow Action Connections on page 49

Deleting a connection

About this task

Procedure

1. Click the connection to delete.

   It is displayed in red.

2. Press **Delete**.
   - Select **Edit** and then **Delete**
   - Right-click and then select **Delete**.

Result

The connection is removed.

Related links

Call Flow Action Connections on page 49

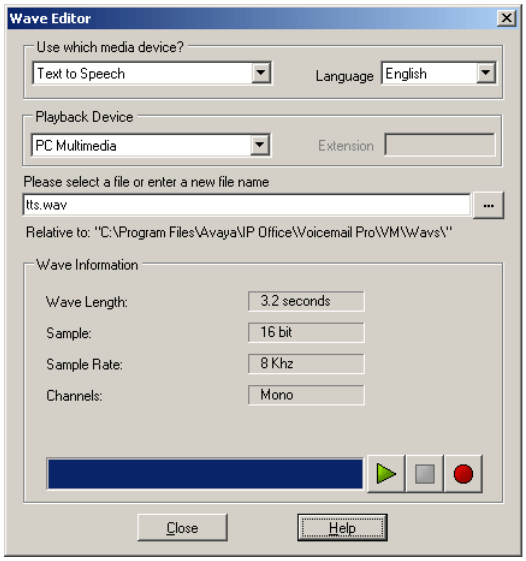
Chapter 7: Using the Wave Editor

About this task

The **Wave Editor** is used by Voicemail Pro to select, record and play prompts. It can be used to select existing prompts or to record new prompts. The system plays the prompt specified in the **Entry Prompts** tab of a call flow action before the action performs its main role.

Procedure

Click ✚ or double-click a listed prompt to open the **Wave Editor** window.



Related links

Recording a new prompt on page 51
Selecting a prompt on page 53

Recording a new prompt

Procedure

1. First configure the recording and playback device:

Input	Description
PC Multimedia	This option uses the speaker and microphone facilities of the computer on which the Voicemail Pro client is being run.
Telephony Handset	If selected, enter the extension of the telephone to be used. When recording is started, the telephone will be run and after being answered, will start recording.
Text to Speech	This option is available on systems that support TTS operation (see Using text-to-speech (TTS) on page 287). Note that this option is only shown if there is some text in the action's **Description** field. When selected, the prompt file is automatically generated from that text. When **Text to Speech** is selected, the following additional fields are also used. • **Language** - Shown if using locally installed TTS. Allows you to select the language that should be used for the prompt generation. • **TTS Language** - Shown if using Google speech TTS. Select the language that should be used from those supported by Google speech. • **TTS Voice** - Select the voice to be used with the TTS language. The options available vary depending on the language selected. • **Playback Device** - Select either **PC Multimedia** or **Telephony Handset** as the device on which to playback the prompt following TTS generation.

2. Enter a file name for the recording.
   - The file is stored in the path shown (the parent folder for all callflow prompts is set by the Voicemail server Speech Directory setting). Alternatively use the browse icon to select an existing prompt file to be recorded over.
   - Do not save files to the `/opt/vmpro/Wavs/Custom Prompts` folder. Prompt files in that folder are controlled via IP Office Web Manager, see Custom prompt management on page 341 Similarly do not use the Wave Editor to re-record any prompt files present in that folder.
   - If the prompts `Greeting1.wav` and `Greeting2.wav` etc. are recorded, an action set to play `Greeting$KEY.wav` plays the greeting prompt that matches the current value of `$KEY`.
   - By recording custom prompts for different languages with the same file name but placed in appropriately named language sub-folders, the variable `$LOC` can be used in an action's prompt file path to play the correct language version of the prompt.
   - For announcements, the formats `[GREETING]\<name>_Queued` and `[GREETING]\<name>_StillQueued` can be used, where `<name>` is replaced by the hunt group or user name.
3. Click the record button to record the message.
4. Unless using **TTS** to generate the prompt, speak the message and then click the **stop** button when finished.

5. To listen to the recording, press the play button.

Related links

Using the Wave Editor on page 51

Selecting a prompt

There are a large number of standard prompts that can be used. Enter the name of the prompt or use the button to browse to the required file. For a sample listing of these prompts.

- Useful files are:
  - `en\MC_00` - Plays a bleep.
  - `en\MC_01` - Plays 1 second of silence.
  - Entering `1234.wav` will play "one two three four" (unless a file called `1234.wav` has been recorded).
- Some call variables can be played as prompts. For example:
  - `$NAM` - Plays the user name.
  - `$CLI` - Speaks the caller's CLI.
  - `$RES` - Plays the current result if it is a `.wav` file.
  - `$VAR` - Plays the variable as a list of digits.

Related links

Using the Wave Editor on page 51

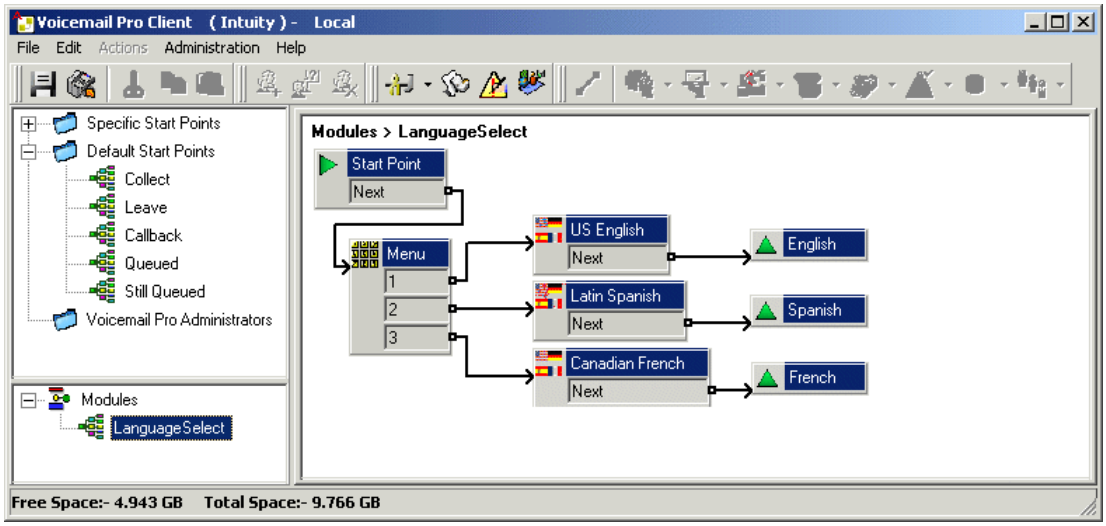
Chapter 8: Modules

You can use modules to create a sequence of actions that can be re-used in other start point call flows. This simplifies the programming of actions if a number of start points need to use the same sequence of actions.

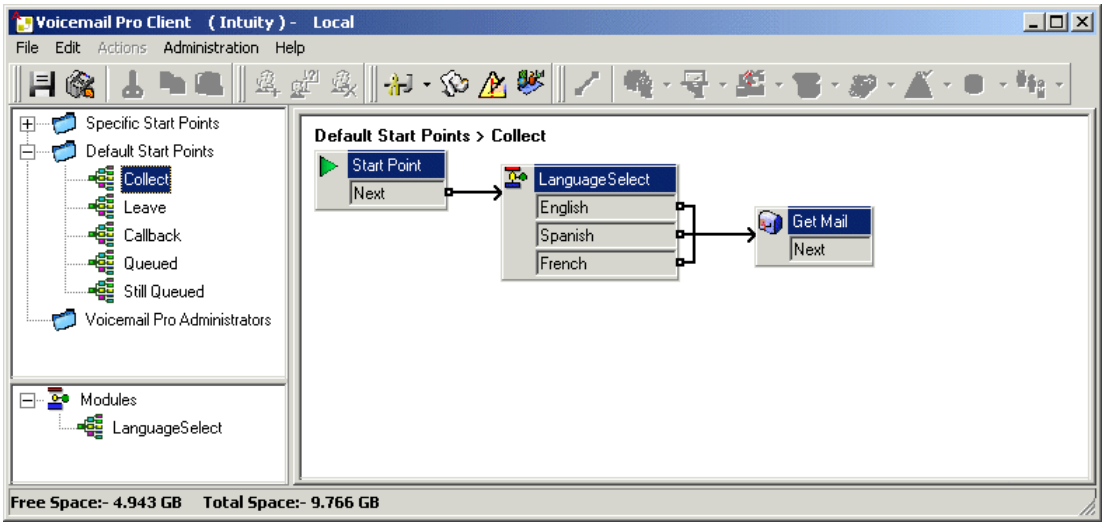
Any changes to a module automatically affect all other start points that are using that module. Using modules also reduces the overall size of a voicemail server's call flow.

The customer has many users who speak either English, French or Spanish and therefore need to make a language selection when using the voicemail services. Rather than building separate language selection actions into every call flow, the customer can do it once using a module.

The **LanguageSelect** module below prompts the caller to select the language that want used for any voicemail prompts. It then sets the language using **Select System Prompt Language** actions and provides a **Module Return** action for each selection.



Below the **LanguageSelect** module has been included in the default call flow for caller's collecting voicemail messages. Each of the linkable results shown for the module matches one of the **Module Returns** actions in the module. In this case they all link to the same following action but they could have been linked to separate actions if required.



Related links

[Creating Modules](#) on page 55
[Adding a Module to a Callflow](#) on page 56
[Running a Module Directly](#) on page 56
[Default Modules](#) on page 57

Creating Modules

About this task

Module callflows that do not contain any actions other than a Start Point are automatically deleted when a save takes place.

Procedure

1. Click **Modules** and then . Alternatively, right-click **Modules** and select **Add**.
2. Enter a name for the module.

   Note:

   Note that if the module name matches the name of a user or group, the module will take priority over the user or group's callflow.

3. Click **OK**.

   You can now add actions and connections to the module in the same way as for any start point.

Next steps

To allow connections from the module to other actions in any callflow that uses the module, you must add Module Return actions to the module. These appear as results when the module is added to a callflow.

Related links

Modules on page 54

Adding a Module to a Callflow

Procedure

1. Select the callflow start point to which you want to add the module action and then click the right-hand panel.
2. Click and drag the module required from the navigation pane to the details pane.

Related links

Modules on page 54

Running a Module Directly

A module can run directly without needing to add the module to the callflow of another start point.

To run a module from a short code:

You can use modules directly in conjunction with short codes. The short code must call the name of the module. This example short code will run the module called Special when a user dials *97. The service that the user receives will depend on the actions in the module.

- Short code: For example *97
- Telephone Number: "Special" (include quotation marks)
- Line Group ID: 0
- Feature: Voicemail Collect

To run a module for an external call:

A module can be applied directly to an incoming (external) call from within the IP Office Manager application. Within the appropriate **Incoming Call Route** entry, set the **Destination** to the module name prefixed with "`VM:`".

For example, enter `VM:AutoAttend` to route a call to a module called **AutoAttend**. Note that the maximum entry length is 15 characters. This means that the module name is limited to 12 characters.

If there is a hunt group on the system whose name matches the module name, calls will be routed to that group when the voicemail server is not running.

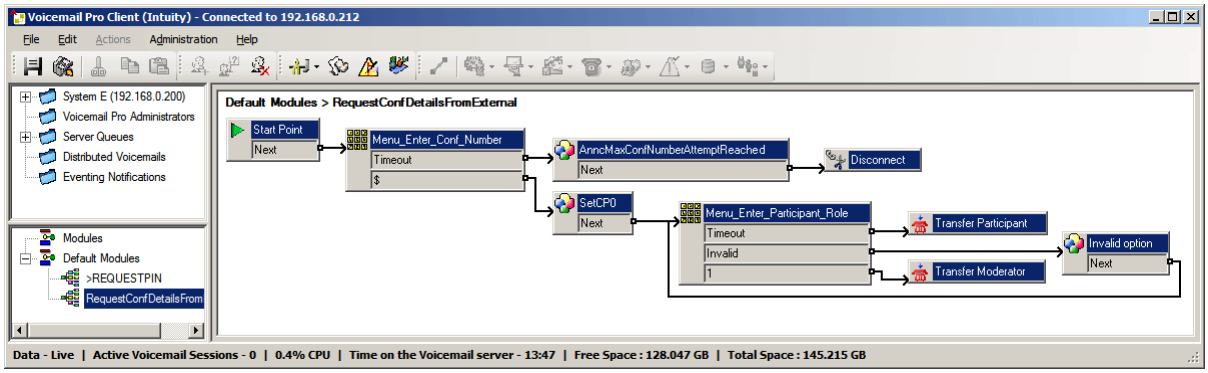
Related links

Modules on page 54

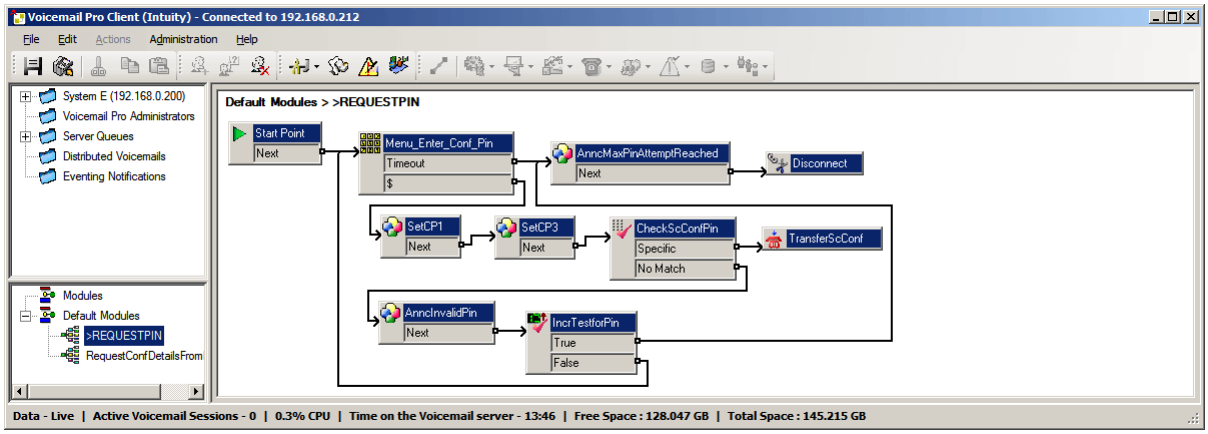
Default Modules

For IP Office Release 10, the voicemail server provides a number of default modules. That includes the prompts necessary to run those modules in any of the supported languages.

- **RequestConfDetailsFromExternal**: This module prompts callers to enter the conference number for an existing meet-me conference and to then also select their role (host or general participant).



- **>REQUESTPIN**: This module is used with the auto-invite calls made by the system for scheduled conferences. It prompts the person answering the call to enter the audio conference pin for the scheduled conference and then places them into the conference.



Related links

Modules on page 54
Enabling a module on page 57
Editing a default module on page 58
Reseting a module on page 58

Enabling a module

Procedure

1. Click **Default Modules** and if necessary expand the list of modules.

Modules that are currently disabled and appers greyed out.

2. Right-click on the default module name and select **Enable**.
3. Click **Save & Make Live** to add details of the default module to the live system database.

Result

You can now add the module to other call flows and route calls to the module.

Related links

Default Modules on page 57

Editing a default module

About this task

You can edit a default module in the same way as for any module. However, note that a default module can be reset back to its original state if necessary using the process below.

Procedure

Close the Voicemail Pro client to **Make Changes Live**.

Result

Changes to some call flows, especially the conference call flow, will not take effect whilst the Voicemail Pro client is connected to the server.

Related links

Default Modules on page 57

Reseting a module

Procedure

1. Right-click on the default module name and select **Reset**.

   Any changes to the module are reset to match the original version of the default module installed with the server.

2. Click **Save & Make Live**

Related links

Default Modules on page 57

Chapter 9: Conditions

Conditions provide a method to check and branch a call flow based on the date or day of the week or the value of a variable.

Within the voicemail call flow, a condition can be checked using a **Test Condition** action. According to whether the condition is currently true or false, callers can then be routed to different actions.

Conditions are constructed from a set of basic elements. These elements can be combined within a single condition to create complex rules. For example, the week planner can be used to define a company's standard working hours and then combined with the calendar to define exception days such as public holidays.

Condition elements

The following different types of elements can be added to a condition:

- **Calendar**: Select days from the calendar (up to 255 days) which, if the current date matches a selected day, cause the element to be 'true'.
- **Week Planner**: Select days of week, and then a time period on each of those days, that should cause the element to be 'true'.
- **Condition**: Select an existing condition that is then used as an element within another condition.
- **Compare**: Compare one value to another using a selected criteria such as "Is equal to" or "Is greater than or equal to" and return 'true' when the criteria is meet. The values compared can be the current value of call variables and or number values entered directly.

Logic settings

Logic settings can be applied to both the whole condition and to the elements in a condition. These can alter when a condition is true or false.

- **AND**: The condition is true when all the elements within it are true, for example both A and B are true.
- **OR**: The condition is true when any element within it is true, for example if the day is Monday or Tuesday.
- **NOT**: This logic element can be used to reverse the value (example return false when true) of individual elements or of the whole condition.

Related links

Staring a condition editor on page 60
Adding a new condition on page 61
Adding elements to a condition on page 61

Editing elements on page 62
Changing logic setting of conditions on page 62
Changing the condition name on page 63
Deleting elements and conditions on page 63
Calendar introduction on page 63
Adding a condition element on page 65
Adding a compare element on page 66
Call flow example on page 67

Staring a condition editor

About this task

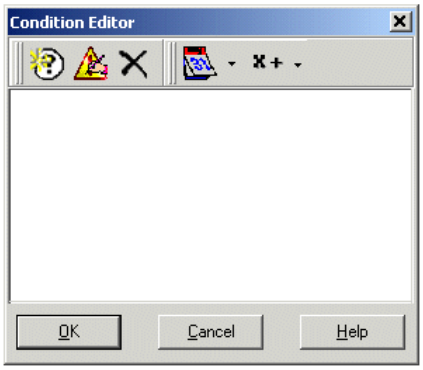
You can add elements to existing conditions, change the logic of a condition and delete elements and conditions.

Procedure

Click the icon.

- You can open the Condition Editor by pressing **F6**.
- Click **Administration** > **Condition Editor**.

When the Condition Editor is started, any existing conditions are shown. In the example there are no conditions.



Related links

Conditions on page 59

Adding a new condition

About this task

Note:

A maximum of 255 conditions can be added.

Procedure

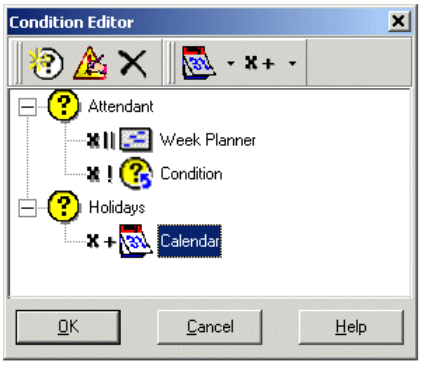
1. Click the icon in the toolbar.

   The New Condition window opens.

2. Enter the name for the condition and then click **OK**.

   When a condition has been created, elements can be added and altered. A condition can consist of multiple elements, including several elements of the same type. In the example there are conditions added complete with elements.

   The new condition is placed in the Condition Editor window. The condition is represented by the icon followed by the condition name.



Related links

Conditions on page 59

Adding elements to a condition

About this task

Procedure

1. Click the **Element List** icon in the toolbar.
2. Click the type of element required:
   - **Calendar**: See Calendar.
   - **Week Planner**: See Week Planner.
   - **Compare**: See Compare.

- **Condition**: See Condition.

3. Click **Condition Name** in the Condition Editor window.

   The element icon is added.

   You can now edit the element's settings.

Related links

Conditions on page 59

Editing elements

Procedure

1. Select the element, click **Edit** icon in the toolbar.

   Alternatively, double-click the element to open the properties window.

   The element's properties window opens.

2. Make any changes.
3. Click **OK** to save the changes and close the properties window.

Related links

Conditions on page 59

Changing logic setting of conditions

Procedure

1. Click **+Logic** icon in the toolbar.
2. Select the required logic:
   - x|| (OR)
   - x+ (AND)
   - x! (NOT)
3. In the Condition Editor window, click the element to apply the logic to.

   The logic indicator changes.

Related links

Conditions on page 59

Changing the condition name

Procedure

1. Select the condition, click **Edit** icon in the toolbar.

   The Rename condition window opens.
2. Amend the condition's name.
3. Click **OK**.

Related links

Conditions on page 59

Deleting elements and conditions

Procedure

1. Select the condition or element to be deleted.
2. Click icon in the toolbar.

   The selected condition or element is deleted.

Related links

Conditions on page 59

Calendar introduction

Select days from the calendar (up to 255 days) which, if the current date matches the selected day, return 'true'. Double-click a day to select or deselect the day. Selected days are shown with a green background, for example 4.

Note:

The grey background indicates weekend days (11), not whether the day is selected or not.

Multiple Day Logic: By default, a logical **OR X||** is applied to this condition element. The element returns true if any of the selected days is true. If a logical **AND X=** is used and more than one day is selected, the element does not return true.

Note:

Days that are selected and are now in the past are not automatically de-selected.

Related links

Conditions on page 59
Adding a calendar element on page 64

Week planner introduction on page 64
Adding a week planner element on page 64

Adding a calendar element

About this task

Procedure

1. Click **Calendar**.
2. Click on the condition to which the element should be added.
3. Double-click on the element to view its settings.
4. Double-click on the individual dates to select or deselect them.
5. Click **OK**.

Related links

Calendar introduction on page 63

Week planner introduction

The call flow designed and stored on the Central Voicemail Pro contains a Week Planner Condition set for a particular time. The Week Planner element is used to set which time periods during a normal week return 'true'. It consists of an entry for each day of the week and a start and end time for the 'true' period on each day. The Week Planner Condition is checked based on the time zone in which you are located and not based on the time where the centralized Voicemail Pro is located.

For example, you on IPO1 where the time is 2 PM (UTC +2.00) call another user located in a different time zone where the time is 2.30 AM (UTC -9.30). If the Week Planner condition of user2 has been set to 2.30 AM (UTC -9.30) and call flow is on a centralized voicemail server where the time is 5.30 PM (UTC +5.30), the call flow condition is based on the time zone of user2 and not that of the voicemail server where the system stores the call flow.

- **Multiple Day Logic**: By default a logical OR X|| is applied to this condition element. The element returns true if any of the selected days is true. If a logical AND X= is used and more than one day is selected, the element does not return true.

Related links

Calendar introduction on page 63

Adding a week planner element

Procedure

1. Click the **Element List** icon in the toolbar.
2. Click **Week Planner**.
3. Click the condition to which the element should be added.
4. Double-click on the element to view its settings.

5. Select the days required and the time period during each day that will return 'true'.
6. Click **OK**.

Related links

Calendar introduction on page 63

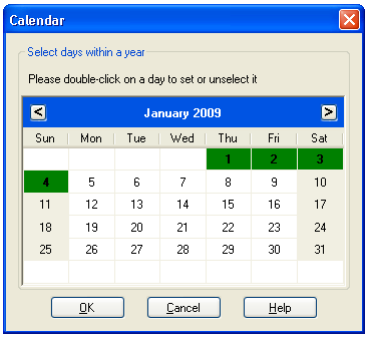
Adding a condition element

About this task

The Condition element is used to combine the value of an already existing condition. When selected the element displays a list of the other conditions from which to select.

Procedure

1. Click the **Element List** icon in the toolbar.
2. Click **Condition**.
3. Click on the condition to which the element should be added.
4. Double-click on the element to view its settings.



Select the existing condition that you want to use.

5. Click **OK**.

Two conditions have been created:

- Using a Week Planner element, a condition is created so that calls received between 09:00 and 18:00, Monday to Friday are treated differently to calls received outside of these hours. For more information.
- Using a Calendar element, a condition is created so that calendar dates such as public holidays can be accounted for.
- The two conditions need to be combined so that the call flow treats calls during working hours differently to calls received outside working hours and on bank holidays.

6. Click the **Element List** icon in the toolbar.

7. Click **Condition**.
8. Click the **Week Planner** in the Condition Editor window. The condition is placed in the Condition Editor window.
9. Open the properties of the condition element by double-clicking.
10. Select the Calendar condition result.
11. Click logic options and select a **NOT** action. Click **Condition** to apply the logical option.
12. Click **OK**. The condition is now true when it is between 09:00 and 18:00, Monday to Friday and not a holiday.

Related links

Conditions on page 59

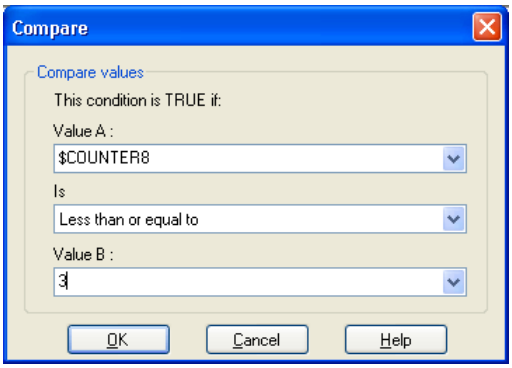
Adding a compare element

About this task

The Compare element is used to add a variable that will be used to determine the call flow to be presented to the caller. You can compare Voicemail Pro call variables , for example `$POS` or `$ETA`, against each other or against a value you enter.

Procedure

1. Click the **Element List** icon in the toolbar.
2. Click **Compare**.
3. Click on the condition to which the element should be added.
4. Double-click on the element to view its settings.



- **Value A**: Enter a value or use the drop down to select a call variable .
- **Is**: Select the criteria which should be used to determine whether the element is currently 'true' or 'false'. Options are:
  - **Equal to**: True if value A equals values B (A = B).

- **Not equal to**: True if value A does not equal value B (A =! B).
- **Less than**: True if value A is less than value B (A < B).
- **Greater than**: True if value A is greater than value B (A > B).
- **Less than or equal to**: True if value A is less or equal to value B (A <= B).
- **Greater than or equal to**: True if value A is greater than or equal to value B (A >= B).
- **Value B**: Enter a value or use the drop down to select a call variable .

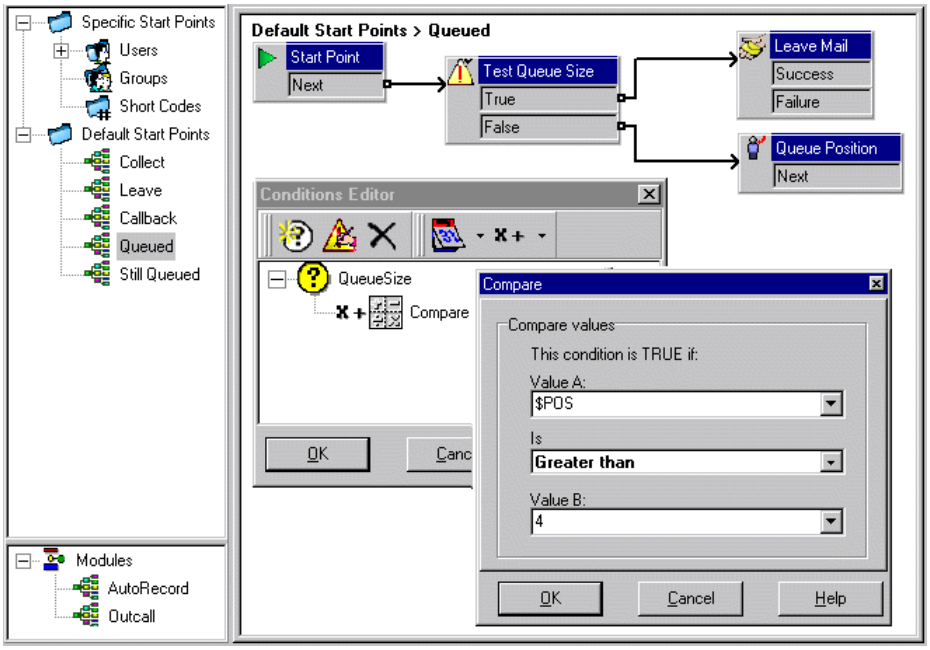
5. Click **OK**.

Related links

Conditions on page 59

Call flow example

The screen below shows an example of a queued call flow that uses a condition to test the value of the call variable `$POS` for the queued caller.



- A condition `QueueSize` was created. The Compare element added to the condition tests whether the value of `$POS` is greater than 4.
- In the call flow:
  - When the caller is in queue positions 1 to 4, the value the condition is false. The caller is passed to a **Queue Position** action and hear their queue position before returning to the queue.

- When the caller is in queue position 5, the value of the condition is true. The caller is asked to leave a message.

Related links

Conditions on page 59

Chapter 10: Advanced Editing

Call flows can be exported and imported from other voicemail servers.

Related links

[Including other files in voicemail server](#) on page 69
[Import or export data](#) on page 70

Including other files in voicemail server

About this task

The settings of an existing `.vmp` file can be included into the voicemail server settings.

If you use included files, the voicemail server settings contains only a pointer to the name and location of the included file. Therefore, do not move or rename an included file. We recommend placing the file in the same folder as Root `.vmp` before you include it.

Click ✕ to remove an included file. The reference to the file is removed but the actual file is not deleted.

Procedure

1. From the **File** menu, select **Includes**.

   The Configuration Includes dialog box opens.

2. Click ✚.

   The New Include File dialog box opens.

3. Select a file to include.
4. Click **Open**.
5. Click **Update** to update the Voicemail Pro file settings.

Related links

[Advanced Editing](#) on page 69

Import or export data

Use the Import or Export Data wizard to migrate Voicemail Pro configuration data from one system to another. You can select from one of the following file formats depending on the configuration items that you want to migrate:

- `.mdb`: To migrate the entire call flow database from one Voicemail Pro system to another. You can use a .mdb file to migrate the database when upgrading your Voicemail Pro system to a later release. A .mdb file includes the following items:
  - Modules
  - Conditions
  - Campaigns
- `.tar.gz`: To migrate the entire configurations settings from one Voicemail Pro system to another. The option to migrate the entire configurations settings gives you the flexibility to develop and test call flows, prompts, and settings on one system before migrating them to another and is helpful in call flow management on single or multiple remote Voicemail Pro systems. A .tar.gz file includes the following items
  - Call flow database that includes modules, conditions, and campaigns
  - Prompts
  - Voicemail Pro system settings

Note:

The option to migrate the entire configuration settings is available only if you launch Voicemail Pro Client from Avaya IP Office Web Manager running on an IP Office Server Edition server that is deployed as an Application Server.

- `.mod`: To migrate only modules from one Voicemail Prosystem to another.
- `.con`: To migrate only conditions from one Voicemail Pro system to another.

Related links

Advanced Editing on page 69
Importing Data Voicemail Pro on page 70
Exporting data Voicemail Pro on page 71

Importing Data Voicemail Pro

Before you begin

- The contents of an imported `.mdb` file overwrite the contents of the existing database. A copy of the existing database is saved in the folder DB Backup for a backup.
- The modules in an imported `.mod` file overwrite any existing modules with the matching module names.
- The conditions in an imported `.con` file overwrite any existing conditions with the matching condition names.

- Unless you use a `.tar.gz` file to migrate the entire configurations settings, migrate the prompts as separate items or re-record them.

Procedure

1. On the **File** menu, click **Import or Export**.

   The Import or export Data dialog box is displayed.

2. Select **Import Data** and click **Next**.
3. Enter the path and name of the file that you want to import. Alternatively, click the button to browse to the file, and click **Open**.

   Use a `.mdb` file for the entire call flow database, a `.mod` file for modules only, a `.con` file for conditions only, and a `.tar.gz` for the entire configuration settings including the prompts.

4. Click **Next**.
5. If you are importing a `.con` or a `.mod` file type, then in the displayed list, select the items that you want to import and click **Next**.
6. Click **Finish** and then **Close**.
7. Click **Save & Make Live** before you close the Voicemail Pro Client to apply the imported data.

Related links

Import or export data on page 70

Exporting data Voicemail Pro

Procedure

1. On the **File** menu, click **Import or Export**.

   The Import or export Data dialog box is displayed.

2. Select **Export Data** and click **Next**.

   The Export Data dialog box is displayed.

3. Enter the path and name of the file that you want to export. Alternatively, click the button to browse to the file path, select a file type, enter a name for the file that you want to export, and click **Open**.

   Use a `.mdb` file for the entire call flow database, a `.mod` file for modules only, a `.con` file for conditions only, and a `.tar.gz` for the entire configuration settings including the prompts.

4. Click **Next**.
5. If you are exporting a `.con` or a `.mod` file type, then in the displayed list, select the items that you want to export and click **Next**.
6. Click **Finish** and then **Close**.

Related links

Import or export data on page 70

Part 3: Callflow Actions

Callflow Actions

The actions that can be included in a callflow are:

- **Start Point**: This special action is present by in all call flows. It is simply the start point for the call flow to which other actions can be linked. While this action has **General**, **Entry Prompts**, **Reporting** and **Results** tabs they should not be used. Any settings added to those tabs will be ignored and should be applied through the tabs of the first additional action added to the call flow and linked to the **Start Point**.

Basic Actions

The following actions are used to control the routing of a call between actions.

- **Generic Action**: Play a prompt entered through the **Entry Prompts** tab to the caller. Also used to enter custom commands for the voicemail server.
- **Speak Text Action**: Enter text and then play it to the caller. Requires TTS to be enabled.
- **Menu Action**: Branch the call flow according to the telephone button press made by the caller.
- **Goto Action**: Go to another start point.
- **Disconnect Action**: Disconnect the call or, for queued hunt group calls, return the call to the call queue.
- **Home Action**: Return to the start point.
- **Module Return Action**: Return to the start of a module.

Mailbox Actions

These actions relate to the leaving and collecting of messages from a mailbox.

- **Get Mail Action**: Collect messages from a mailbox.
- **Leave Mail Action**: Leave a message in a mailbox.
- **Listen Action**: Record to a mailbox.
- **Voice Question Action**: Record responses to a series of prompts.
- **Campaign Action**: Access a campaign to read or leave messages.

Configuration Actions

A caller can use these actions to change the settings of a user or hunt group mailbox.

- **Edit Play List Action**: Re-record a prompt.
- **Record Name Action**: Re-record a mailbox name.
- **Personal Options Menu Action**: Change user or group settings.
- **Select System Prompt Language Action**: Change the prompt language used for the call.

Telephony Actions

These actions relate to telephony functions such as call transfers.

- **Variable Routing Action**: Route on a match to a variable such as the caller's CLI.
- **Route Incoming Call Action**: Route a call depending on whether the call is internal or external.
- **Route by Call Status**: Calls route is determined by why the reason the call was routed to voicemail.
- **Transfer Action**: Perform an immediate transfer to the specified destination.
- **Whisper Action**: Screened transfer.
- **Call List Action**: Transfer to a user selected choice.
- **Dial by Name Action**: Select user/group by keypad letters.
- **Assisted Transfer Action**: Transfer the call and monitor whether the transfer has been completed. If not, link to other following actions.
- **Alphanumeric Collection Action**: Callers use this action to input text and numeric values.
- **Park and Page Action**: Park an incoming call and page a specific user extension or hunt group about the call.
- **Predictive Call Script Action**: Create call flows for predictive calls made by Avaya Outbound Contact Express.

Miscellaneous Actions

- **eMail Action**: Email a recording.
- **Open Door Action**: Open and/or close a door relay.
- **Alarm Set Action**: Set an alarm call time.
- **Clock Action**: Play the time to the caller.
- **Post Dial Action**: Play a recording to an extension.
- **Remote Call Flow**: Include call flows developed elsewhere in an existing call flow.

Condition Actions

These actions are used to create branches in the call routing according to whether a value is true or false.

- **Test Condition Action**: Test whether a condition is true or false.
- **Set User Variable Action**: Set a variable to a particular value.

- **Test User Variable Action**: Test the value of a variable.
- **Test Variable Action**: Check if user dialing matches set digits.
- **Increment and Test Counter**: Increment a counter and then test whether it now matches a specified value.
- **Decrement and Test Counter**: Decrement a counter and then test whether it matches a specified value.

Database Actions

These actions relate to retrieving and adding data to a database.

- **Database Open Action**: Open a database.
- **Database Execute Action**: Perform an action on a database.
- **Database Get Data Action**: Get information from a database.
- **Database Close Action**: Close a database.

Queue Actions

These actions are associated with hunt group queues and are not available to user and short code start points.

- **Queue ETA Action**: Speak the caller's expected time to answer.
- **Queue Position Action**: Speak the caller's queue position.

Chapter 11: The Start Action and Action Settings Tabs

Every start point includes a **Start** action. Further actions can then be added and connected to create the callflow. All the actions have a set of properties which are arranged in a set of tabs, described in this chapter.

Related links

The Start Action on page 76
Action 'General' Settings Tab on page 77
Action 'Entry Prompts' Settings Tab on page 78
Action 'Specific' Settings Tab on page 79
Action 'Reporting' Settings Tab on page 79
Action 'Results' Settings Tab on page 81

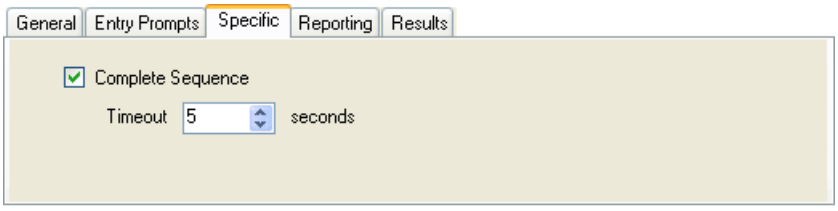
The Start Action

This action is present at the start of all call flows. It is simply the start point to which other actions can be linked.

- While this action has **General**, **Entry Prompts**, **Reporting** and **Results** tabs they should not be used. Any settings added to those tabs will be ignored and should be applied through the tabs of the first additional action added to the call flow and linked to the **Start** action.

Procedure

Double-click on the **Start** icon and select the **Specific** tab (the other tabs should not be used).



Setting	Description
Complete Sequence	When selected, if the caller hangs up during the call flow, the call flow will continue running. If the current action which the call has reached in the call flow has a timeout result, that result connection is followed immediately. The call flow will continue until it either reaches a **Disconnect** action, a result with no action or the **Timeout** specified below.
Timeout	Default = 5 seconds. Range 0 to 120 seconds. This timeout sets the maximum time the call flow should continue running if **Complete Sequence** is selected.

Example

In the call flow below, a **Listen** action is used to record a message and then two following **eMail** actions are used to distribute copies of the message.

- Without **Complete Sequence** enabled in the **Start**, if the caller hangs up after the recording no e-mails are sent.
- With the **Complete Sequence** option enabled in the **Start**, the e-mails are sent regardless of the caller hanging up.

Related links

The Start Action and Action Settings Tabs on page 76

Action 'General' Settings Tab

The **General tab** contains the action name. You can also enter notes about the action and protect a call flow by adding an access code.

This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the **Start** action are ignored and should instead be applied through the first other added to the call flow.

Setting	Description
Token Name	The name of the action, for example, the token name for the action Menu is 'Menu'. The token name can be changed so the use of the action can be indicated. It could also be confusing having two actions within a module with the same name.
Description	Use this field to enter notes about why the action is being used or other information that is needed. The text in the **Description** field can be used with TTS to automatically generate a prompt, see Using the Wave Editor on page 51 .

Table continues…

Setting	Description
PIN	Each action can be protected by a PIN number. The PIN number can be the voicemail code of the presumed user. To do this enter a **$** symbol. For example, entering **$** would force the callers to dial their voicemail code, entering **104$** would force the callers to dial 104 followed by their voicemail code.

Related links

The Start Action and Action Settings Tabs on page 76

Action 'Entry Prompts' Settings Tab

The **Entry Prompts** tab is used to select the prompts to be played before the action performs its main role. Multiple prompts can be added and the order in which they are played adjusted.

This tab is shown for the **Start** action in calls flows. However, it should not be used as settings applied to the Start action are ignored and should instead be applied through the first other added to the call flow.

- When accessing voicemail prompts, voicemail variables can be used in both the path an filename for the prompt. For example:
  - If the prompts `Greeting1.wav` and `Greeting2.wav` etc. are recorded, an action set to play `Greeting$KEY.wav` plays the greeting prompt that matches the current value of `$KEY`.
  - By recording custom prompts for different languages with the same file name but placed in appropriately named language sub-folders, the variable `$LOC` can be used in an action's prompt file path to play the correct language version of the prompt.
  - For announcements, the formats `[GREETING]\<name>_Queued` and `[GREETING]\<name>_StillQueued` can be used, where `<name>` is replaced by the hunt group or user name.
- Add Prompt: Clicking ✚ or double-clicking an existing listed prompt starts **Wave Editor**. Use the editor to record and play prompts through the voicemail server computer or through an extension on the system. You can select an existing prompt or specify a new file name and then record the new prompt.
- Edit Prompt: Edit the details of the currently highlighted prompt using the **Wave Editor**.
- Delete Prompt: Delete the currently highlighted prompt from the play list. Note that the actual prompt file is not deleted from the server.
- Move Prompt: Move the position of the currently highlighted prompt in the play list.
- Allow prompts to be interrupted by Tones: If selected, the callers can press tone keys to make selections during the playing of the actions entry prompts.

The **Edit Play List** action can be used in call flows to record a specified prompt. This helps you to create call flow options where the voicemail user can record prompts themselves to reflect changes in operation.

Speaking Variables to Callers

Call variables can be used as prompts. The value of the call variable is then spoken. This applies to all variables that are numeric values. It also applies to `$NAM` which plays the mailbox user's recorded name prompt.

Numbers are spoken as a series of single digits. For example, 123 is spoken as "one two three". To speak 123 as "one hundred and twenty-three" requires TTS to be installed and a **Speak Text** action used.

- Some call variables can be played as prompts. For example:
  - `$NAM` - Plays the user name.
  - `$CLI` - Speaks the caller's CLI.
  - `$RES` - Plays the current result if it is a `.wav` file.
  - `$VAR` - Plays the variable as a list of digits.

Related links

The Start Action and Action Settings Tabs on page 76

Action 'Specific' Settings Tab

The contents of this tab vary according to the type of action. In some cases this tab has a different name, for example Touch Tones for the **Menu** action. Not all actions contain the **Specific** or **Touch Tones** tab. Details of the specific tab are covered in the section that describes the available actions.

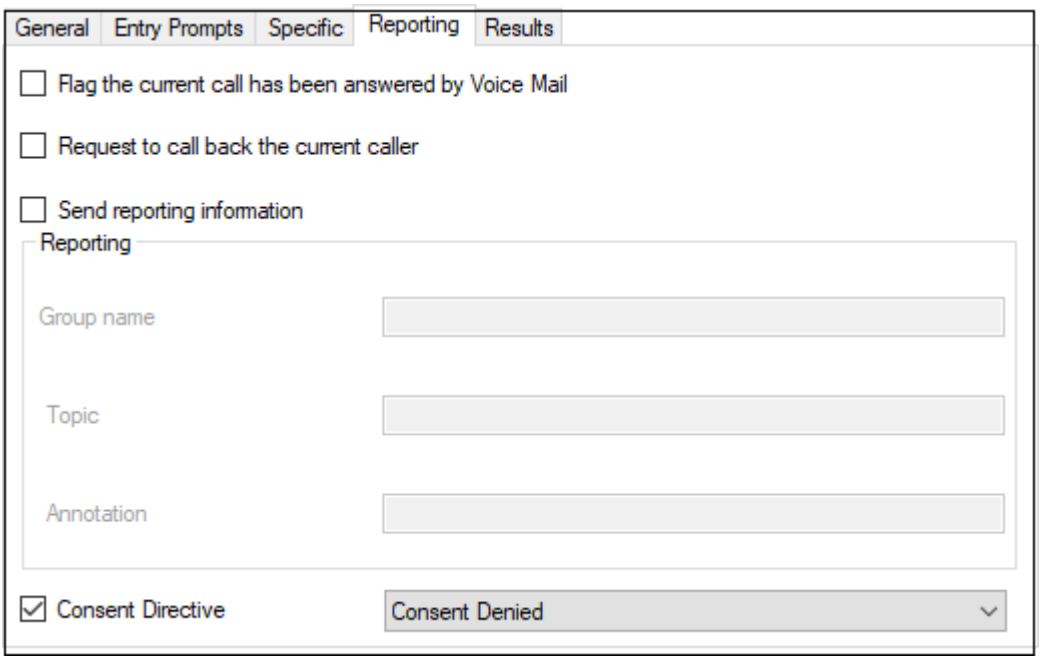
This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the **Start** action are ignored and should instead be applied through the first other added to the call flow.

Related links

The Start Action and Action Settings Tabs on page 76

Action 'Reporting' Settings Tab

The **Reporting** tab can provide information that is then used by other IP Office applications to report on calls that use a voicemail call flow.



Setting	Description
Flag the current call has been answered by Voice Mail	If not selected, the number of calls and the number of times trigger values are incremented by calls that complete the action and are routed to a further action. If selected, the number of calls and the number of times triggered values are incremented by the number of calls that reach the action.
Request to call back the current user	This field is not used.
Send reporting information	If selected, information can be associated with the call. That information is used by the reports that are run.
Group Name	Sets the label for reporting.
Topic	This field is not used.
Annotation	This field is not used.
Consent Directive	When selected, the value set in the adjacent drop-down is included in the call details used output by the IP Office system SMDR and other CTI interfaces. For details of the SMDR output, refer to the Administering Avaya IP Office™ Platform with Manager manual.

Related links

The Start Action and Action Settings Tabs on page 76

Action 'Results' Settings Tab

This tab shows the results available from an action. For the majority of actions the results are fixed and cannot be changed. For some actions the results are variable.

This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the **Start** action are ignored and should instead be applied through the first other added to the call flow.

Related links

The Start Action and Action Settings Tabs on page 76

Chapter 12: Basic Actions

These actions are used to control the routing of a call between actions:

Related links

Generic Action on page 82
Speak Text Action on page 83
Menu action on page 85
Goto Action on page 88
Disconnect Action on page 89
Home Action on page 89
Module Return Action on page 90

Generic Action

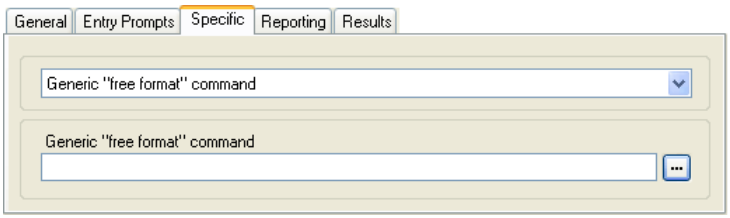
The **Generic** action can be used to play a prompt to the caller. It can also be used to enter custom commands for the voicemail server. The maximum length for the string is 128 characters.

You can enter the Voicemail Pro generic commands either as traditional "free format" text strings such as `SAVE:$KEY` or through using a series of data fields to set the parameters for the required string.

Procedure

1. Click the **Basic Actions** icon.
2. Select **Generic**.
3. Click on the callflow where you want the action placed.
4. Connect the new action to the required result of a preceding action.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.

7. Select the **Specific** tab. Set the options as required.



   - The fields available will vary according to the selected type of generic command. For further details of each command, see Generic Action commands on page 91.

Command	Description
Arithmetic Evaluation	Perform a mathematics operation on existing variables and save the result as a call variable .
Change Callers Priority	Change the priority of a call before it is presented to a hunt group.
Change User or Group Configuration	Get or change the current status of a range of user and hunt group settings.
Clear Counter	Return one of the `$COUNTER` variables to 0.
Counter Decrement	Decrement one of the 15 `$COUNTER` variables.
Counter Increment	Increment one of the 15 `$COUNTER` variables.
Generic "Free Format" Command	Enter a command as a plain text string. The commands in this list and other action can be executed using text strings.
Set Counter	Set one of the 15 `$COUNTER` variables to a specific value.
Set CPxx Value	Set the value of one of the 15 `$CP` variables.
String Manipulation	Extract or change the string stored in an existing variable and save the result as a call variable.
Set Interdigit Delay	Change the delay value between the dialing of digits for subsequent actions in a call flow.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

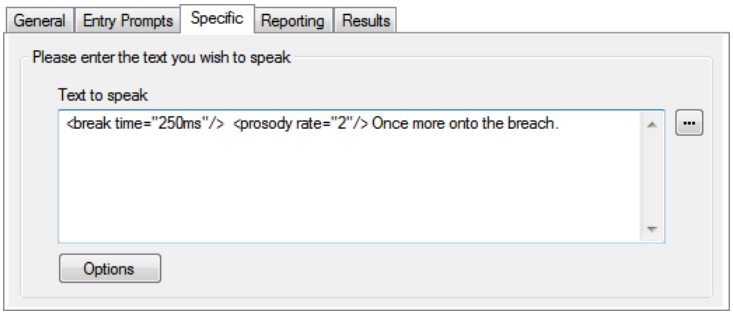
Basic Actions on page 82

Speak Text Action

This action speaks some specified text to the caller. To use the action requires TTS (Text to Speech) to be enabled. See Using the Speak Text Action on page 289.

Procedure

1. Click the **Basic Actions** icon.
2. Select **Speak Text**.
3. Click on the callflow where you want the action placed.
4. Connect the new action to the required result of a preceding action.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Settings	Description
Text to speak	This box displays the text that will be spoken. It also shows any commands inserts to control how the text or parts of the text are spoken
Options	This drop-down is used to select and insert commands to alter how the text is spoken. For example, the **Change Relative Speed** command is used to change how fast the text is spoken. See Text to speech SSML controls on page 290.

8. Click **OK**.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Example

For examples of the action in a call flow, see:

- Entering Details in to the Database on page 305
- Return data from the database on page 303

Related links

Basic Actions on page 82

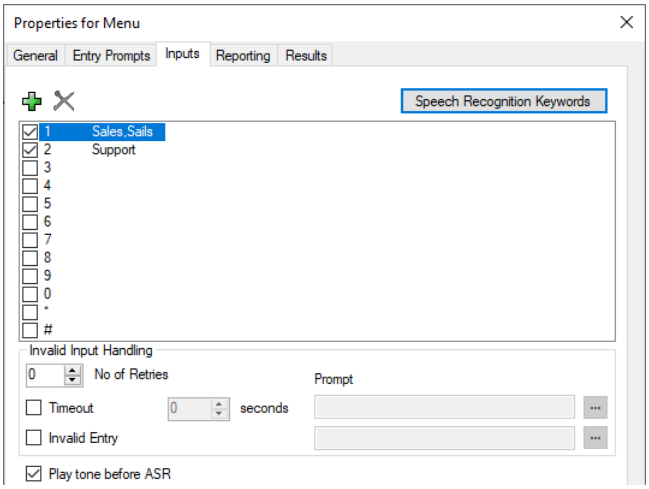
Menu action

This action assists you to specify DTMF tones for which you want to create connections to following actions. For example, a menu can be created that gives callers a choice of transfer locations.

Each **Menu** action supports a maximum of 15 active touch tone entries.

Procedure

1. Click the **Basic Actions** icon.
2. Select **Menu**.
3. Click on the callflow where you want the action placed.
4. Connect the new action to the required result of a preceding action.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. For **Menu** actions, the **Specific** tab is replaced with the **Touch Tones** tab.



Setting	Description
0-9, *, #	Use the dialing digits check boxes to indicate the DTMF tones for which connections are required. The **Add** icon can be used to add additional digits and digit strings. If a sequence is added, check the associated box before you click **OK**. The sequence must be unique. For example, if 5 is selected, no other sequence that begins with 5 can be used. The **Delete** icon can be used to remove a digit or digit string. • **? = Any Digit**: The ? character can be used to represent any digit (except * and #). For example, 123??? can be used for any six digit string starting with 123. • **$ = Any Sequence of Digits**: The $ character can be used to match any sequence of digits for which there is no other match. Key press entry is ended either by the caller pressing # or 5 seconds after the last digit dialed. • **F = For Fax Calls**: The F letter can be used to automatically detect any incoming fax calls. Once detected, the calls can be routed to another number. See Routing Fax Calls Using a Menu Action on page 385 .
Speech Recognition Keywords	This option is available of subscription systems with Google Speech selected as their TTS (see Enabling Google Speech TTS on page 288). Selecting a digit and then clicking this control allows entry of keywords to be used for automatic speech recognition. • The keywords must be unique. The same word cannot be used for another key. • Up to 3 keywords are supported per key, separated by commas. Note that using more keywords in total reduces the chances of a match. • Avoid using proper names. These are less likely to be matched as they may not match existing words in the speech recognition dictionaries used by Google. • Encourage matches by ensuring that the keywords are part of the announcements played to callers. For example, “Say whether you want Sales or Support” rather than “Say what department you want”.
No of Retries	This option assists you to specify the number of retries a caller can make if they make an invalid entry or if the timeout occurs.
Timeout	If selected, the voicemail server will wait for the specified number of seconds for a valid digit. In case of a timeout, Voicemail Pro will either wait for a retry or if the **No of Retries** has been reach, it will follow the **Timeout** result connection within the call flow.
Invalid Entry	If selected, if the caller enters an invalid digit, the voicemail server will either wait for a retry or if the **No of Retries** has been reach, it will follow the **Invalid** result connection within the call flow.

Table continues…

Setting	Description
Prompt	You can associate a prompt with the Timeout and Invalid Entry options. If a prompt is specified, before a retry the prompt is played before a retry. Use the … to access the Wave Editor (see Using the Wave Editor on page 51).
Play tone before ASR	If enabled, the caller is played a tone when automatic speech recognition match occurs.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

The action can have the following results which can then be connected to further actions:

- **Timeout**: This result is used to connect to a following call flow action if the caller does not make an entry within the specified number of seconds on the last retry.
  - This connection is followed immediately the caller hangs up if the **Start** action option **Complete Sequence** sequence has been selected.
- **Invalid**: This result is used to connect to a following call flow action if the caller makes an invalid entry on the last retry.
- Additional result are shown for each selected dialing digit or digit string.

Example

For examples of the action being used in a call flow, see:

- Using a Personal Options Menu Action on page 218.
- Example Call Flow on page 309.
- Routing Calls to Voicemail on page 272.
- Changing the Language of System Prompts on page 283.
- Changing the Language Setting for a TTY Device on page 322.

Related links

Basic Actions on page 82

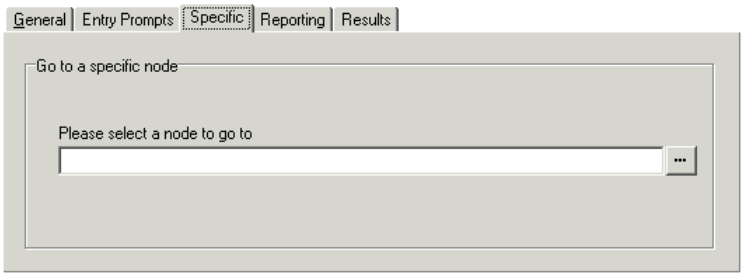
Goto Action

This action transfers the caller to another call flow start point.

About this task

Procedure

1. Click the **Basic Actions** icon.
2. Select **Goto**.
3. Click on the callflow where you want the action placed.
4. Connect the new action to the required result of a preceding action.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab.



Setting	Description
Please select a node to go to	Click … to browse to select a start point, module or system defined variable. For short codes, the browse method does not work. Instead enter "Short Codes.xxx" where xxx is the short code key sequence. • Select the option **Start point or module**. Select from the available options. - **Users** - all the users with specific start points are listed. - **Groups** - all the Groups with specific start points are listed. - Any default start point. - Any available modules. • Select the option **System** defined variables to browse the available call variables.

8. Click **OK**.

Related links

Basic Actions on page 82

Disconnect Action

The effect of a **Disconnect** action depends on the type of call flow in which it is used.

- For calls within a **Queued** or **Still Queued** call flow, the action returns the call back to the queue.
- For calls within other types of call flow, the action disconnects the call.
- Calls reaching an action result which has no connection to another action are treated the same as if they had reached a **Disconnect** action. However, using a **Disconnect** allows you to play prompts to the caller before they are disconnected.

Procedure

1. Click the **Basic Actions** icon.
2. Select **Disconnect**.
3. Click on the callflow where you want the action placed.
4. Connect the new action to the required result of a preceding action.

Result

This type of action has no results which can be connected to a following action.

Related links

Basic Actions on page 82

Home Action

This action returns the caller to the start point of the calls entry into voicemail. The **PIN** option in the **General** tab is not used for this action.

Procedure

1. Click the **Basic Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Home**. This type of action has no properties.

Result

This action does not have any results that can be connected to a following action. Instead the caller is returned to the start point of the calls entry into the voicemail.

Example

For an example of the action being used in a call flow, see Using a Personal Options Menu Action on page 218.

Related links

Basic Actions on page 82

Module Return Action

This action is used within modules. When the module is used within another call flow, each **Module Return** action is listed as a result which can be connected to following actions in that call flow.

Procedure

1. Click the **Basic Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Module Return**. The action has no properties.

Result

This action does not have any results that can be connected to a following action. Instead it appears as a result in the module icon when the module is inserted into another call flow.

Example

For example, see Changing the Language of System Prompts on page 283.

Related links

Basic Actions on page 82

Chapter 13: Generic Action commands

The **Generic** action can be used to play a prompt to the caller. It can also be used to enter custom commands for the voicemail server. The maximum length for the string is 128 characters.

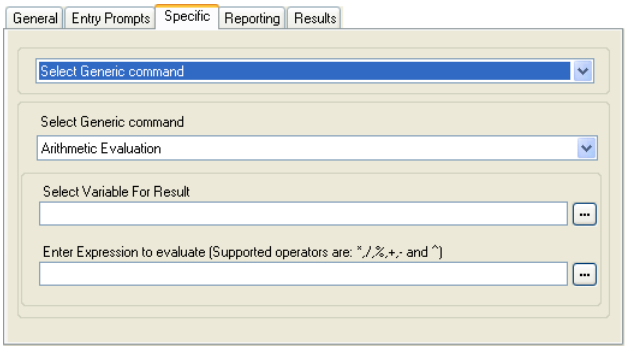
You can enter the Voicemail Pro generic commands either as traditional "free format" text strings such as **SAVE:$KEY** or through using a series of data fields to set the parameters for the required string.

Related links

Generic: Arithmetic Evaluation on page 91
Generic: Change Callers Priority on page 92
Generic: Change User or Group Configuration on page 93
Change User or Group Configuration Parameters on page 94
Generic: Clear Counter on page 96
Generic: Counter Decrement on page 97
Generic: Counter Increment on page 98
Generic: Generic "Free Format" Command on page 98
Generic: Set Counter on page 100
Generic: Set CPxx Value on page 101
Generic: String Manipulation on page 102
Generic Action: String Manipulation Operations and Examples on page 103
Generic: Set Interdigit Delay on page 105

Generic: Arithmetic Evaluation

This **Generic** command performs an arithmetic operation on call variables. The result is then stored in a selected call variable. For non-numeric values the string can be changed using the **String Manipulation** option.



Setting	Description
Select Variable For Result	Select the call variable into which the result of the arithmetic calculation should be stored.
Enter Expression to Evaluate	**Enter Expression to evaluate**: The string entered here can include numeric values, call variables such as `$KEY` and the following arithmetic operators in addition to (and) brackets: • * = Multiply by. • / = Divide by. • % = Modulus (remainder after division) • + = Add. • – = Subtract. • ^ = Bitwise exclusive or (XOR). Does a binary comparison of the decimal inputs, returning a 1 for each bit if only one of the corresponding input bits is 1, otherwise returning 0 for the bit. If the values being evaluated are integers (for example 123), the result will be an absolute integer value. For example 123/2 will result in 61. If any value being evaluated is a decimal (for example 123.0), the result will be a 6 decimal place value. For example 123.0/2 will result in 61.500000.

Free Format Command: Arithmetic Evaluation

Using a **Generic** action, you can make voicemail perform an **Arithmetic Evaluation** action as a free format command. For example `EVAL:$CP0=$CP1+$CP2+5`, adds the current values of `$CP1`, `$CP2` plus 5 and stores the result as `$CP0`.

Related links

Generic Action commands on page 91

Generic: Change Callers Priority

This **Generic** command changes the call priority of a call. The priority value is retained when the call is transferred back to the IP Office system.

Setting	Description
Set Callers Priority to	The caller's priority can be set to **Low**, **Medium** or **High**. A call variable set to 1, 2 or 3 respectively can also be used.

Free Format Command: Change Callers Priority

Using a **Generic** action, you can make voicemail perform a **Change Callers Priority** action as a free format command. For example, `CHANGECALLPRIORITY:M` sets the caller's priority to medium.

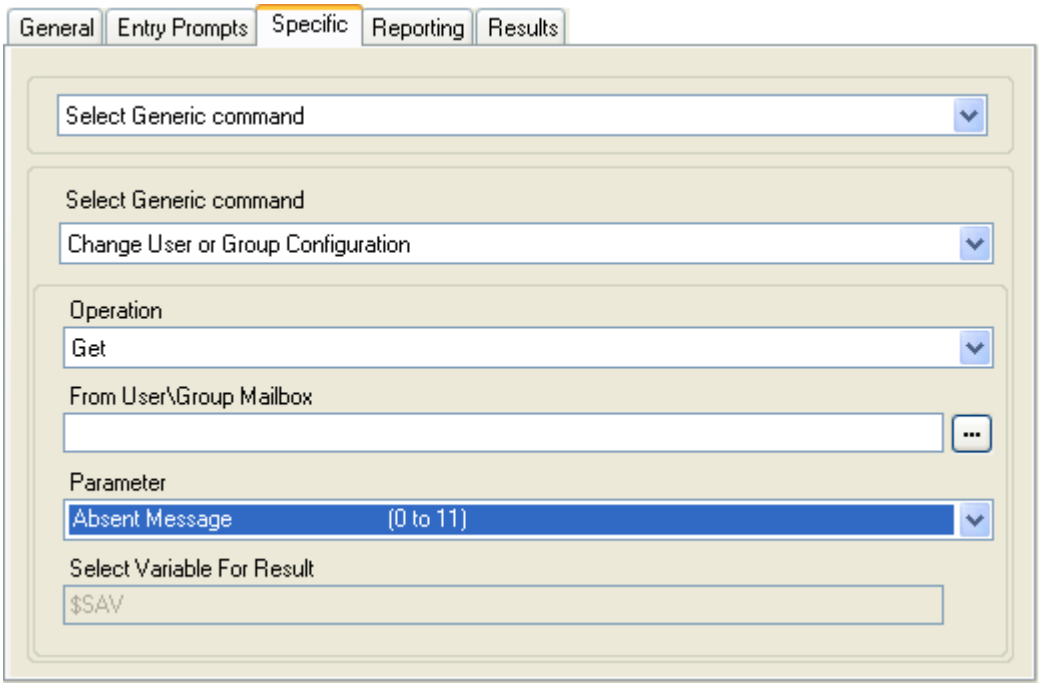
Related links

Generic Action commands on page 91

Generic: Change User or Group Configuration

This **Generic** command creates generic commands that either get or set the value of configuration settings in the IP Office system.

Some of these settings as indicated below can be changed using a **Personal Options Menu** action. See Personal Options Menu Action on page 117.



Setting	Description
Operation	Select whether the command should **Get** or **Set** a value in the IP Office configuration. When **Get** is selected, the **Select Variable For Result** option is shown.
From User\Group Mailbox	Select the IP Office user or mailbox whose configuration settings the command accesses.
Parameter	Select the IP Office configuration setting that is being got or set. See Change User or Group Configuration Parameters on page 94.
Select Variable For Result	For **Get** actions, the call variable to store the value returned.

For example, to set announcements on for extension 201, the free format command is `CFG:SET "201" enable_comfort_announcements 1`.

Free Format Command: Change User or Group Configuration

Using a **Generic** action, you can make voicemail perform a **Change User or Group Configuration** action as a free format command using the following formats:

- `CFG:GET "<extension number>" <parameter name> <parameter value>`
- `CFG:SET "<extension number>" <parameter name> <parameter value>`

For a list of the parameter names and values, see Change User or Group Configuration Parameters on page 94.

Related links

Generic Action commands on page 91

Change User or Group Configuration Parameters

The following user and group configuration settings can be accessed using a **Generic** action set to **Change User or Group Configuration**. For full details of the operation of these settings, refer to the Administering Avaya IP Office™ Platform with Web Manager manual.

Parameter (Free Format Name)	User	Group	Values
Absent Message (`absent_msg`)	Y	–	0 ("None"), 1 ("On vacation until"), 2 ("Will be back"), 3 ("At lunch until"), 4 ("Meeting until"), 5 ("Please call"), 6 ("Don't disturb until"), 7 ("With visitors until"), 8 ("With cust. til."), 9 ("Back soon"), 10 ("Back tomorrow"), 11 (Custom).
Absent State (`absent_set`)	Y	–	0 (Off) or 1 (On).

Table continues…

Parameter (Free Format Name)	User	Group	Values
Absent Text (absent_text)	Y	–	Text added to the end of the Absent Message when the Absent State is on.
Announcements (enable_comfort_announcements)	Y	–	0 (Off) or 1 (On).
Do Not Disturb (do_not_disturb)	Y	–	0 (Off) or 1 (On).
Exclude from Directory (exdirectory)	Y	–	0 (Off) or 1 (On).
Forward Unconditional (forward_unconditional)	Y	–	0 (Off) or 1 (On).
Forward Number (forward_number)	Y	–	The destination number for the users Forward Unconditional when that option is on.
Forward on Busy (forward_busy)	Y	–	0 (Off) or 1 (On).
Forward on No Answer (forward_na)	Y	–	0 (Off) or 1 (On).
Forward Hunt Group Calls (forward_hg	Y	–	0 (Off) or 1 (On). Used with Forward Unconditional.
Forward on Busy Number (forward_busy_number)	Y	–	The destination number for the user's Forward on Busy and Forward on No Answer if either option is on.
Mobile Twinning Number (mobile_twinning_number)	Y	–	The destination number being used for the user's mobile twinning.
Twinning Type (twinning_type)	Y	–	Mobile indicates or sets twinning on, any other value indicates or sets mobile twinning off.
Voicemail On (voicemail_on)	Y	Y	0 (Off) or 1 (On).
Voicemail Reception (voicemail_reception)	Y		0 (Off) or 1 (On).
Voicemail Email Mode (voicemail_emailmode)	Y	Y	0 (Off), 1 (Copy), 2 (Forward), 3 (Alert).

Table continues…

Parameter (Free Format Name)	User	Group	Values
Voicemail Callback Number (voicemail_dialback)	Y	–	The destination number for voicemail callback
Group Service Mode (service_mode)	–	Y	0 (Out of service), 1 (in service) or 2 (night service) mode.

Additional Free Format Only Commands

The following additional configuration options exist only as free-format command strings:

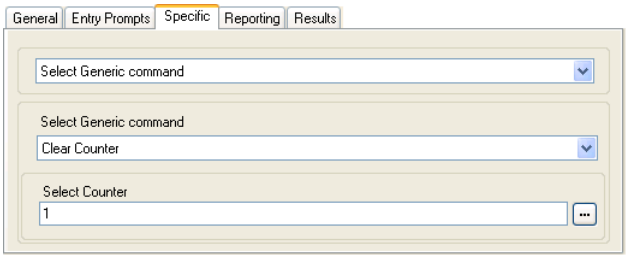
Parameter (Free Format Name)	User	Group	Values
Follow Me Number (follow_me_number)	Y	–	Number
Voicemail Code (voicemail_code)	Y	–	Number
Off Hook Station (off_hook_station)	Y	–	0 (Off) or 1 (On).
Dial In (dial_in_on)	Y	–	0 (Off) or 1 (On).
Monitor Group (monitor_group)	Y	–	Number
System Phone (systemphone)	Y	–	0 (Off) or 1 (On).

Related links

Generic Action commands on page 91

Generic: Clear Counter

This **Generic** command resets one of the 15 $COUNTER call variables to 0. By default the initial value of a counter variable is 0.



Setting	Description
Select Counter	Enter `1` to `15` to select `$COUNTER1` to `$COUNTER15` respectively.

Free Format Command: Clear Counter

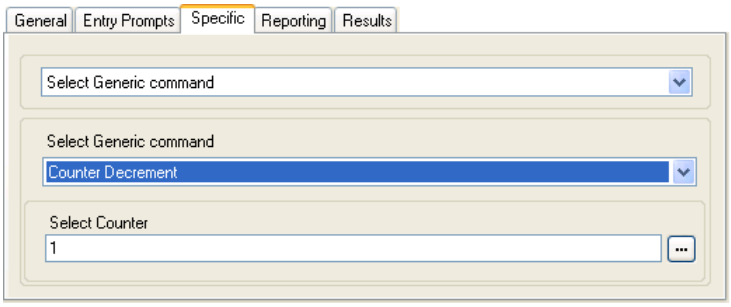
Using a **Generic** action, you can make voicemail perform a **Clear Counter** action as a free format command. You can use the format `$COUNTERx` or `$COUNTER[x]`.

Related links

Generic Action commands on page 91

Generic: Counter Decrement

This **Generic** command decreases the value of one of the 15 `$COUNTER` call variables by 1.



Setting	Description
Select Counter	Enter 1 to 15 to select `$COUNTER1` to `$COUNTER15` respectively.

Free Format Command: Counter Decrement

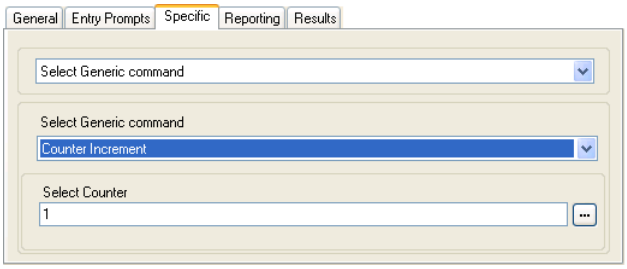
Using a **Generic** action, you can make voicemail perform a **Counter Decrement** action as a free format command. For example, `DECCOUNTER:$COUNTER1` decrements the value of `$COUNTER1`.

Related links

Generic Action commands on page 91

Generic: Counter Increment

This **Generic** command increases the value of one of the 15 `$COUNTER` call variables by 1.



Setting	Description
Select Counter	Enter 1 to 15 to select `$COUNTER1` to `$COUNTER15` respectively.

Free Format Command: Counter Increment

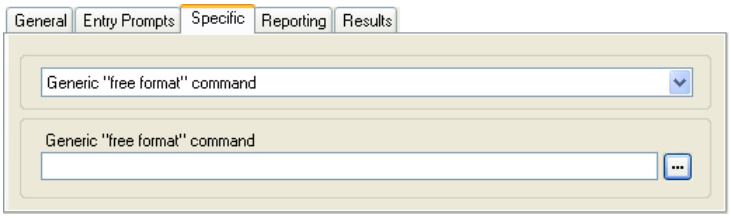
Using a **Generic** action, you can make voicemail perform a **Counter Increment** action as a free format command. For example, `INCCOUNTER:$COUNTER1` decrements the value of `$COUNTER1`.

Related links

Generic Action commands on page 91

Generic: Generic "Free Format" Command

This **Generic** command assists you in the direct entry of generic commands. If the action has been previously used to setup using a specific type of generic command, the resulting free format text string for that command is shown and can be edited if required.



Setting	Description
Generic "Free Format" Command	Details for many free format commands are included in the sections on other **Generic** action commands. In addition the following commands can be used: • •

Free Format Command: Arithmetic Evaluation

Using a **Generic** action, you can make voicemail perform an **Arithmetic Evaluation** action as a free format command. For example `EVAL:$CP0=$CP1+$CP2+5`, adds the current values of `$CP1`, `$CP2` plus 5 and stores the result as `$CP0`.

Free Format Command: Change Callers Priority

Using a **Generic** action, you can make voicemail perform a **Change Callers Priority** action as a free format command. For example, `CHANGECALLPRIORITY:M` sets the caller's priority to medium.

Free Format Command: Change User or Group Configuration

Using a **Generic** action, you can make voicemail perform a **Change User or Group Configuration** action as a free format command using the following formats:

- `CFG:GET "<extension number>" <parameter name> <parameter value>`
- `CFG:SET "<extension number>" <parameter name> <parameter value>`

For a list of the parameter names and values, see Change User or Group Configuration Parameters on page 94.

Free Format Command: Clear Counter

Using a **Generic** action, you can make voicemail perform a **Clear Counter** action as a free format command. You can use the format `$COUNTERx` or `$COUNTER[x]`.

Free Format Command: Counter Decrement

Using a **Generic** action, you can make voicemail perform a **Counter Decrement** action as a free format command. For example, `DECCOUNTER:$COUNTER1` decrements the value of `$COUNTER1`.

Free Format Command: Counter Increment

Using a **Generic** action, you can make voicemail perform a **Counter Increment** action as a free format command. For example, `INCCOUNTER:$COUNTER1` decrements the value of `$COUNTER1`.

Free Format Command: Forward a Message

Using a **Generic** action, you can make voicemail forward a message recorded by a preceding action such as a **Voice Question** or **Edit Play List** action.

The command takes the format `FWD:<ext1>#<ext2>##` where each extension number is a # and the commands ends with an additional #.

Free Format Command: Save a Value

Using a **Generic** action, you can make voicemail save a value as `$SAV`. For example:

- `Save:$KEY` saves the current value of `$KEY` as `$SAV`.
- `Save:1234` saves the value 1234 as `$SAV`.

Free Format Command: Set Counter

Using a **Generic** action, you can make voicemail perform a **Set Counter** action as a free format command. For example:

- `COUNTER1:34` set the value of `$COUNTER1` to 34.

- `COUNTER2:$KEY` sets `$COUNTER2` to the current value of `$KEY`.

Free Format Command: Set CPxx Value

Using a **Generic** action, you can make voicemail perform a **Set CPxx Value** operation as a free format command. For example, `CP4:$KEY` stores the current value of `$KEY` as variable `$CP4`.

Free Format Command: String Manipulation

Using a **Generic** action, you can make voicemail perform an **Arithmetic Evaluation** action as a free format command.

- For example, `EVAL:$CP0=$CP1+$CP2+5` adds the current values of `$CP1`, `$CP2` plus 5 and stores the result as `$CP0`.
- For further examples, see Generic Action: String Manipulation Operations and Examples on page 103.

Mobile Twinning: Free Format Command

You can execute a **Set CPxx Value** action as a free format command. For example, `CP4:$KEY` stores the current value of `$KEY` as variable `$CP4`.

Within Voicemail Pro you can administer the mobile twinning features using **Generic** actions with free format commands. For example:

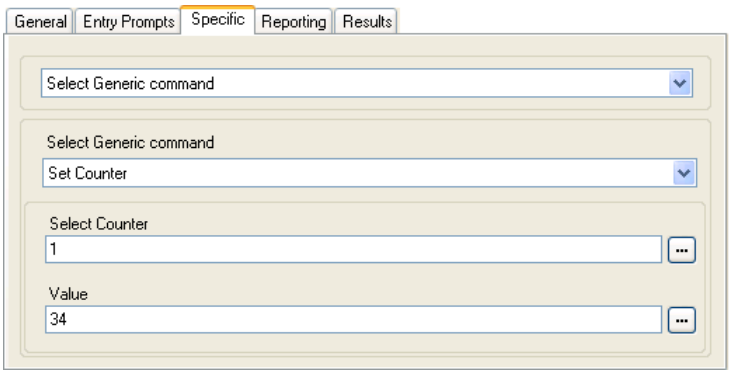
- `CFG:Set MattR twinning_type Mobile` - Turn on mobile twinning on for the named extension `MattR`.
  - You can enter the user using either their user name or extension number.
- `CFG:Set MattR mobile_twinning_number $KEY` - Set the mobile twinning number for user `MattR` to the current value of `$KEY`.
- `CFG:Set MattR twinning_type Internal` - Turn mobile twinning off for user `MattR`.

Related links

Generic Action commands on page 91

Generic: Set Counter

This **Generic** command sets one of the 15 $COUNTER call variables to a specific value.



Setting	Description
Select Counter	Enter 1 to 15 to select `$COUNTER1` to `$COUNTER15` respectively.
Value	Enter the numeric value for the counter. A call variable such as `$KEY` can be entered to set the counter to match the current value of that variable.

Free Format Command: Set Counter

Using a **Generic** action, you can make voicemail perform a **Set Counter** action as a free format command. For example:

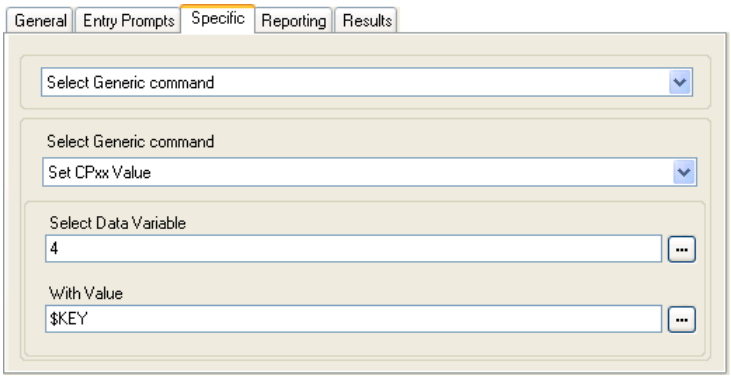
- `COUNTER1:34` set the value of `$COUNTER1` to 34.
- `COUNTER2:$KEY` sets `$COUNTER2` to the current value of `$KEY`.

Related links

Generic Action commands on page 91

Generic: Set CPxx Value

This **Generic** command stores a value as one of the 15 `$CP` call variables . The value to store can be the value of another variable or a value entered in the action.



Setting	Description
Select Data Variable	Enter 1 to 15 for call variable `CP1` to `CP15` respectively.
With Value	Enter the value to store. Another call variable such as `$KEY` can be specified to have that variables current value stored.

Free Format Command: Set CPxx Value

Using a **Generic** action, you can make voicemail perform a **Set CPxx Value** operation as a free format command. For example, `CP4:$KEY` stores the current value of `$KEY` as variable `$CP4`.

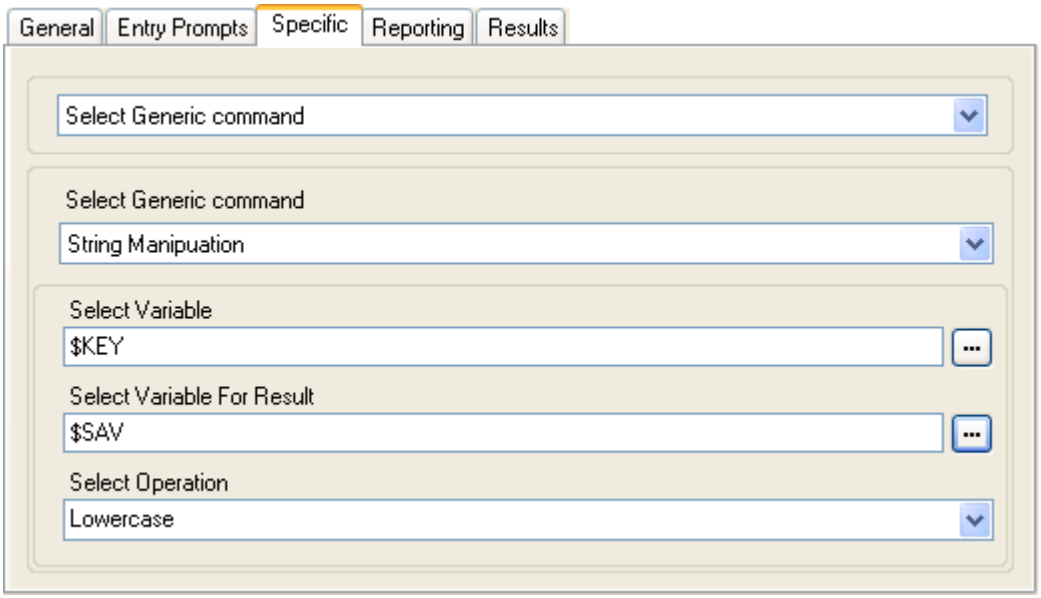
Related links

Generic Action commands on page 91

Generic: String Manipulation

This **Generic** command assists you in editing a call variable in various ways. For example, take the full CLI of a call (for example 01555364200) and save just the area code part (in the example 555) as a new value. The action treats variable values as text strings, it does not differ whether the value is numeric or alphabetic.

For numeric variables value, the value can also be manipulated using the **Arithmetic Evaluation**. See Generic: Arithmetic Evaluation on page 91.



Setting	Description
Select Variable	Enter the call variable on which the action should perform an operation.
Select Variable For Result	Enter the call variable which should be used to store the result of the operation.
Select Operation	Select the operation to be performed on the selected input. For examples, see Generic Action: String Manipulation Operations and Examples on page 103. Depending on the selected operation, the additional fields below are displayed.
Number of Characters	Sets the number of characters to be returned.
From Position Index	Sets the start character position for set of characters to be returned.
From	The values set which part of the input variable should be used for the result. The options **To First Occurrence of**, **From First Occurrence of**, **To Last Occurrence of** and **From Last Occurrence of** are used with the **Char/String** field specifying the occurrence to match. If no match occurs then the full string is used, the same as if **From** is set to all.
Char/String	This option sets the character or character string match that should be used as the start or end point for the operation.

Free Format Command: String Manipulation

Using a **Generic** action, you can make voicemail perform an **Arithmetic Evaluation** action as a free format command.

- For example, `EVAL:$CP0=$CP1+$CP2+5` adds the current values of `$CP1`, `$CP2` plus 5 and stores the result as `$CP0`.
- For further examples, see Generic Action: String Manipulation Operations and Examples on page 103.

Related links

Generic Action commands on page 91

Generic Action: String Manipulation Operations and Examples

The following options can be selected for the **Select Operation** setting when using a **Generic** action set to **String Manipulation**.

Copy

Return the portion of the string before or after the first or last occurrence of the indicated character or characters to match.

Selected Input Variable ($CP0)	Free Format Command	Result Variable ($CP1)
01555364200	STRING:$CP1=copy($CPO)	01555364200
	STRING:$CP1=copytofirst($CPO,1)	01
	STRING:$CP1=copyfromfirst($CPO,5)	555364200
	STRING:$CP1=copytolast($CPO,5)	01555
	STRING:$CP1=copyfromlast($CPO,5)	5364200

From Position

Return the selected number of characters starting from the position index and going right.

Selected Input Variable ($CP0)	Free Format Command	Result Variable ($CP1)
01555364200	STRING:$CP1=mid($CP0,3,3)	555

From the Left

Return the selected number of characters starting from the left end.

Selected Input Variable ($CP0)	Free Format Command	Result Variable ($CP1)
01555364200	STRING:$CP1=left($CP0,5)	01555

From the Right

Return the selected number of characters starting from the right end.

Selected Input Variable ($CP0)	Free Format Command	Result Variable ($CP1)
01555364200	STRING:$CP1=right($CP0,5)	64200

Length

Return the length of the string before or after the first or last occurrence of the indicated character or characters to match.

Selected Input Variable ($CP0)	Free Format Command	Result Variable ($CP1)
01555364200	STRING:$CP1=length($CPO)	11
	STRING:$CP1=lengthtofirst($CPO,5)	2
	STRING:$CP1=lengthfromfirst($CPO,5)	9
	STRING:$CP1=lengthtolast($CPO,5)	5
	STRING:$CP1=lengthfromlast($CPO,5)	7

Lowercase

Change any uppercase characters in the input into lowercase.

Selected Input Variable ($CP0)	Free Format Command	Result Variable ($CP1)
ABCdef123	STRING:$CP1=lower($CP0)	abcdef123

Reverse

Reverse the order of characters in the input.

Selected Input Variable ($CP0)	Free Format Command	Result Variable ($CP1)
ABCdef123	STRING:$CP1=reverse($CP0)	321fedCBA

Uppercase

Change any lowercase characters in the input into uppercase.

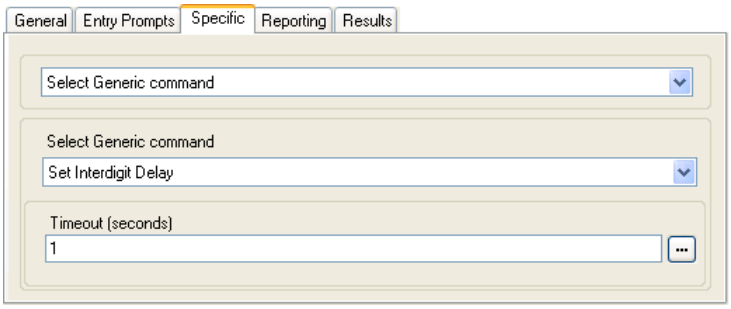
Selected Input Variable ($CP0)	Free Format Command	Result Variable ($CP1)
ABCdef123	STRING:$CP1=upper($CP0)	ABCDEF123

Related links

Generic Action commands on page 91

Generic: Set Interdigit Delay

This **Generic** command adjusts the delay between dialing of the digits in a number.



Setting	Description
Timeout	The delay in seconds.

Related links

[Generic Action commands](#) on page 91

Chapter 14: Mailbox Actions

These actions relate to the leaving and collecting of messages from mailboxes.

Related links

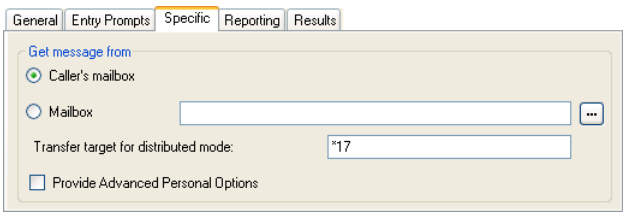
Get Mail Action on page 106
Leave Mail Action on page 108
Listen Action on page 109
Voice Question Action on page 110
Campaign Action on page 112

Get Mail Action

The **Get Mail** action accesses the messages in the caller's mailbox or a specified mailbox. The caller then has access to the standard mailbox features setup for that mailbox. If the extension is a trusted extension, the user does not have to enter the mailbox number and code. See Creating a Trusted Location on page 193.

Procedure

1. Click the **Mailbox Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Get Mail**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Caller's Mailbox	If selected, the mailbox matching the start point of the call is used.
Mailbox	Select or enter the name of the target mailbox. If ? is entered, voicemail will prompt callers to enter the mailbox number required. • Clicking on the … browse button allows selection of the target mailbox from a drop-down list of either **Start point or module**, **System defined variables** or **Mailbox**. The options vary depending on the action and field.
Transfer target for distributed mode	Default = *17. This option is required for **Get Mail** actions on voicemail servers acting as a distributed server. The value should match a default voicemail collect short code (telephone number ?U) set within the IP Office configuration.
Provide Advanced Personal Options	Default = Off. Intuity mode only.: If selected, the user is able to access a number of additional options within the mailbox telephone user interface.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

The action can have the following result which can then be connected to further actions:

- **Next**: This conditions when this option is used depend on the mailbox mode in which the Voicemail Pro is running:
  - **IP Office mode**: Users who press 0 while they are logged into their mailboxes will be routed to the Next result.
  - **Intuity mode**: Users who press *0 whilst in their mailboxes will be routed to their Voicemail Reception number, if set. The Next result is not used.

Example

For examples of the action being used in a call flow, see:

- Using a Personal Options Menu Action on page 218.
- Example Call Flow on page 309.
- Routing Calls to Voicemail on page 272.
- Changing the Language of System Prompts on page 283.
- Changing the Language Setting for a TTY Device on page 322.

Related links

Mailbox Actions on page 106

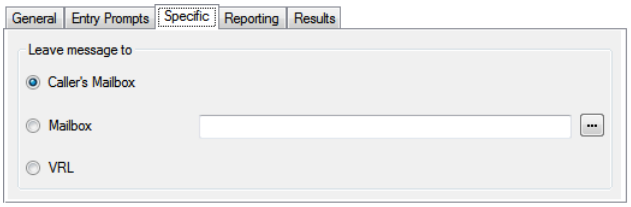
Leave Mail Action

The **Leave Mail** action assists the caller to leave a message in the start point's mailbox or in a specified mailbox.

About this task

Procedure

1. Click the **Mailbox Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Leave Mail**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Caller's Mailbox	If selected, the mailbox matching the start point of the call is used.
Mailbox	Select or enter the name of the target mailbox. If ? is entered, voicemail will prompt callers to enter the mailbox number required. • Clicking on the … browse button allows selection of the target mailbox from a drop-down list of either **Start point or module**, **System defined variables** or **Mailbox**. The options vary depending on the action and field.
VRL	If selected, specifies that the message should be transferred to the a voice recording library (VRL) application supported by the telephone system. See Voice Recording Library on page 257 .

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

The **Leave Mail** action has **Success** and **Failure** results. The use of these depends on which mailbox mode the voicemail server is using.

- **IP Office mode**: Callers in the mailbox follow the results depending on whether they press 0 before or after the leave a message tone respectively. This overrides the mailbox user's **Voicemail Reception** setting set in the IP Office configuration.

- **Intuity mode**: The results are not used. Callers pressing 0 follow the mailbox user's **Voicemail Reception** setting set in the IP Office configuration.

Example

For examples of the action in a call flow, see:

- Routing Calls to Voicemail on page 272 and Example Call Flow on page 309.
- Hunt Group Queuing on page 203.
- Changing the Language Setting for a TTY Device on page 322.
- Example Call Flow on page 309: Dial by Name.

Related links

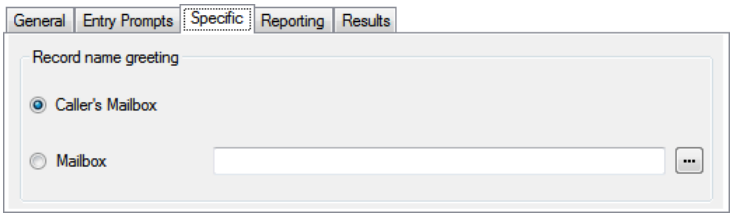
Mailbox Actions on page 106

Listen Action

This action lets the caller leave a message in the start point's mailbox or in a specified mailbox. However, unlike **Leave Mail**, the caller can only leave a message and cannot access any other mailbox features.

Procedure

1. Click the **Mailbox Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Listen**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Caller's Mailbox	If selected, the mailbox matching the start point of the call is used.

Table continues…

Setting	Description
Mailbox	Select or enter the name of the target mailbox. If ? is entered, voicemail will prompt callers to enter the mailbox number required. • Clicking on the … browse button allows selection of the target mailbox from a drop-down list of either **Start point or module**, **System defined variables** or **Mailbox**. The options vary depending on the action and field.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Example

For examples of the action in a call flow, see Customizing Manual Recording on page 262 and Customizing Auto Recording on page 270.

Related links

Mailbox Actions on page 106

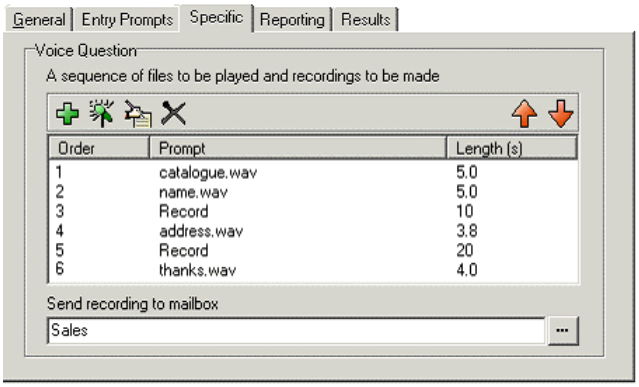
Voice Question Action

This action creates a play list where the caller hears a sequence of prompts and the responses are recorded. When a caller completes the play list, a single file containing the recorded responses is created. That file can then be placed into a specified mailbox or passed to an **eMail** action.

Procedure

1. Click the **Mailbox Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Voice Question**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.

7. In the **Specific** tab questions need to be added to the play list.



Setting	Description
Voice Question	This list contains the sequence of questions prompts and settings for recording responses. Use the icons to create and adjust the list: • **Add a Prompt**: Opens the editor to record a prompt for a question. • **Record a Response**. Specify a name and a length in seconds for the recorded response. • **Edit**: Edit the settings of the currently highlighted item. • **Delete**: Deletes the currently highlighted item from the play list. This does not delete the actual prompt file. • **Shuffle**: Move the currently highlighted item within the play list.
Send recording to mailbox	Specify a mailbox into which the recorded file of the responses should be stored. If no mailbox is specified the file can be passed to an **eMail** action.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

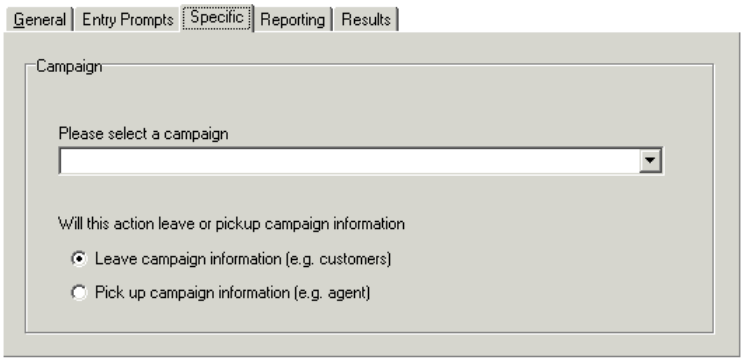
Mailbox Actions on page 106

Campaign Action

A campaign is used to ask callers a series of questions and record their spoken or key press responses. Agents can then access the campaign recordings and process the response using their telephone key pad or a web interface. Each campaign can include up to 21 questions. See Campaigns on page 313.

Procedure

1. Click the **Mailbox Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Campaign**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Please select a campaign	Select the campaign that you want to use.
Leave campaign information	: Select if the action should start the campaign to collect the caller's responses.
Pick up campaign information	: Select if the action should start playing back the response left by callers to the campaign.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Mailbox Actions on page 106

Chapter 15: Configuration Actions

A caller can use these actions to change the settings of a user or hunt group mailbox:

Related links

[Edit Play List Action](#) on page 114
[Record Name Action](#) on page 115
[Personal Options Menu Action](#) on page 117
[Select System Prompt Language Action](#) on page 119

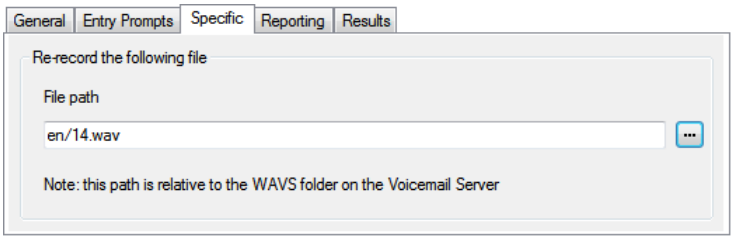
Edit Play List Action

This action can be used to record a specified prompt file held on the voicemail server. This allows call flows to be created to change the prompts being used by other call flows.

About this task

Procedure

1. Click the **Configuration Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Edit Play List**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See [The Start Action and Action Settings Tabs](#) on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
File Path	The file name for the prompt. This path is relative to the WAVS folder defined for the voicemail server. • To browse to a file location, click … to open the **Wave Editor**. Select an existing prompt or define and record a new one. See Using the Wave Editor on page 51. • When accessing voicemail prompts, voicemail variables can be used in both the path and filename for the prompt. For example: - If the prompts `Greeting1.wav` and `Greeting2.wav` etc. are recorded, an action set to play `Greeting$KEY.wav` plays the greeting prompt that matches the current value of `$KEY`. - By recording custom prompts for different languages with the same file name but placed in appropriately named language sub-folders, the variable `$LOC` can be used in an action's prompt file path to play the correct language version of the prompt. - For announcements, the formats `[GREETING]\<name>_Queued` and `[GREETING] \<name>_StillQueued` can be used, where `<name>` is replaced by the hunt group or user name.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Configuration Actions on page 114

Record Name Action

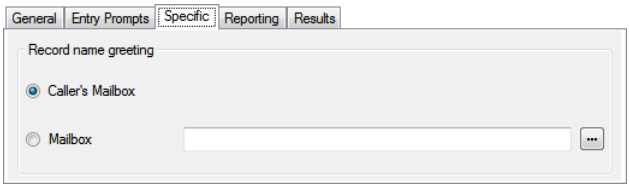
This action lets users to record name prompts for their mailboxes or specified mailboxes. For an example, see Adding a Record Name Module on page 310.

The mailbox name prompt is used for the **Dial by Name** action and is played to callers who are directed to the mailbox to leave a message. If the voicemail server mailbox mode is set to Intuity mode, users can record the name prompt through the telephone prompt interface.

To have a service for the bulk recording of mailbox name prompts a command called `NameWavsTable` can be used.

Procedure

1. Click the **Configuration Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Record Name**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Caller's Mailbox	If selected, the mailbox matching the start point of the call is used.
Mailbox	Select or enter the name of the target mailbox. If ? is entered, voicemail will prompt callers to enter the mailbox number required. • Clicking on the … browse button allows selection of the target mailbox from a drop-down list of either **Start point or module**, **System defined variables** or **Mailbox**. The options vary depending on the action and field.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.
- **Invalid Number**: Route the call to a following action in the call flow if the extension number entered is not valid.

Related links

Configuration Actions on page 114

Personal Options Menu Action

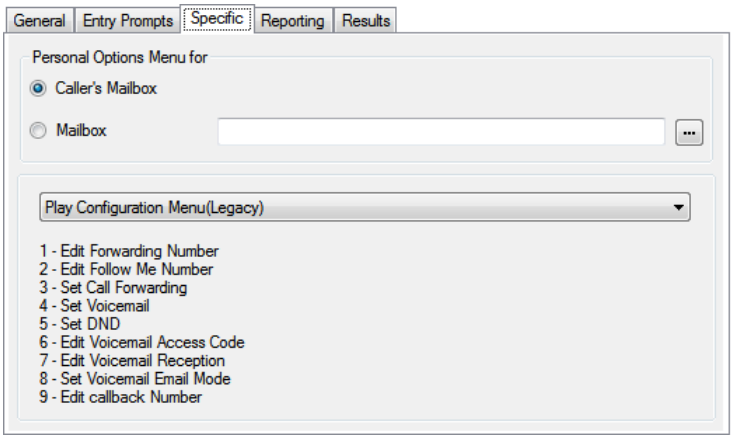
This action can be used to let a caller alter various user or hunt group settings. Because of the nature of this action it should always be protected by a **PIN** code set on its **General** tab.

For an example of the action being used in a call flow, see Using a Personal Options Menu Action on page 218.

Any user or group configuration changes made using this method are recorded in the voicemail services log files. The file includes the time, date, details of the change and the CLI of the caller making the change.

Procedure

1. Click the **Configuration Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Personal Options Menu**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Caller's Mailbox	If selected, the mailbox matching the start point of the call is used.
Mailbox	Select or enter the name of the target mailbox. If ? is entered, voicemail will prompt callers to enter the mailbox number required. • Clicking on the … browse button allows selection of the target mailbox from a drop-down list of either **Start point or module**, **System defined variables** or **Mailbox**. The options vary depending on the action and field.

Table continues…

<table>
<tr><th>Setting</th><th>Description</th></tr>
<tr><td>Menu Mode</td><td>The drop-down box selects the mode used for the menu.
For systems running in IP Office mode, only Play Configuration Menu (Legacy) is supported.
For systems running in Intuity mode, either Play Configuration Menu (Legacy) or Personal Options Menu can be selected.</td></tr>
<tr><td>Play Configuration Menu (Legacy)</td><td>The options given when a caller accesses this action are listed below. The options marked * can also be set using Generic action commands.
<table>
<tr><th>User</th><th>Hunt Group</th></tr>
<tr><td>1. Edit forwarding number*.</td><td>1. Set voicemail on/off*.</td></tr>
<tr><td>2. Edit follow me number*.</td><td>2. Edit voicemail code.</td></tr>
<tr><td>3. Set call forwarding*.</td><td>3. Set voicemail email mode*.</td></tr>
<tr><td>4. Set voicemail on/off*.</td><td>4. Set service mode*.</td></tr>
<tr><td>5. Set do not disturb*.</td><td>–</td></tr>
<tr><td>6. Edit voicemail code*.</td><td>–</td></tr>
<tr><td>7. Edit voicemail reception*.</td><td>–</td></tr>
<tr><td>8. Set voicemail email mode*.</td><td>–</td></tr>
<tr><td>9. Edit voicemail callback number*.</td><td>–</td></tr>
</table></td></tr>
<tr><td>Personal Options Menu</td><td>The attributes that can be configured via Personal Options menu are only supported on Intuity mode voicemail systems.
<table>
<tr><th>User</th><th>More options</th></tr>
<tr><td>1. Configure mailing lists.</td><td>1. Set voicemail on/off.</td></tr>
<tr><td>3. Configure Fax preferences.</td><td>2. Set voicemail email mode.</td></tr>
<tr><td>4. Edit voicemail access code.</td><td>3. Set DND.</td></tr>
<tr><td>5. Record name.</td><td>4. Set Follow Me/Forwarding.</td></tr>
<tr><td>6. Message address before record.</td><td>5. Edit Voicemail reception.</td></tr>
<tr><td>7. Administer call answer options.</td><td>6. Edit Callback Number.</td></tr>
<tr><td>8. Sort incoming messages.</td><td>7. Edit Mobile twinning.</td></tr>
<tr><td>9. More options...</td><td></td></tr>
</table></td></tr>
</table>

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Configuration Actions on page 114

Select System Prompt Language Action

The **Select System Prompt Language** action assists the callers to alter the language of the prompts played by the system during a call flow. For examples of the action being used in a call flow, see Changing the Language of System Prompts on page 283 and Changing the Language Setting for a TTY Device on page 322.

For details of supported languages, see Supported Languages on page 281. Not all languages are installed by default. If the selected language is not available the voicemail server will use the next nearest language.

Procedure

1. Click the **Configuration Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Select System Prompt Language**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.

Setting	Description
Possible System Prompts	List of all prompt languages that could be installed on the system.
Installed on the Server	Displays if the prompts for a particular language are installed on the server.
TTS Language	Shown on subscription systems that have Google speech enabled (see Enabling Google Speech TTS on page 288). Allows the TTS language to be changed from the system default.
TTS Voice	Select the voice to be used with the Google speech TTS language. The options available vary depending on the language selected.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Configuration Actions on page 114

Chapter 16: Telephony Actions

These actions relate to telephony functions such as call transfers.

Related links

Variable Routing Action on page 121
Route Incoming Call Action on page 123
Call Status Action on page 123
Transfer Action on page 124
Whisper Action on page 126
Call List Action on page 128
Dial by Name Action on page 129
Assisted Transfer Action on page 131
Alphanumeric Collection Action on page 133
Park and Page Action on page 135
Predictive Call Script Action on page 137

Variable Routing Action

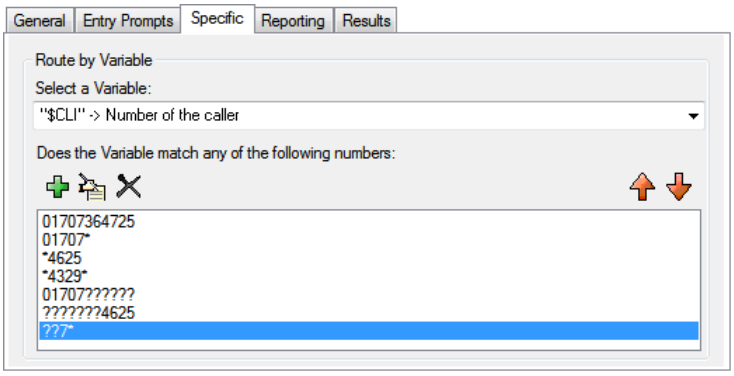
This action routes calls based on whether a selected call variable matches any of the numbers specified by the action's settings.

The selected variable is checked for a match against the set of specified strings. If there are multiple matches, the one with the most matching digits (excluding wildcards) is used. If several equal length matches are found, the first one in the list is used.

Procedure

1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Variable Routing**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.

7. Select the **Specific** tab. Set the options as required.



Settings	Description
Select a Variable	This drop down is used to select the call variable against which the values are checked for a match. • Variables not available in the drop-down list may be used by saving the current value of the variable to one of the `$CP` values. This can be done using a **Generic** action set to Set CPxx Value. For example `CP1:$MONTH` saves the value of `$MONTH` to `$CP1`. • The variable `$REG[name]` can be used to access the current value of a user variable. For example, `$REG[UV1]` accessing the value of a user variable called `UV1`. Using the method above can be used to save this as a `$CP` value. For example, `CP2:$REG[UV1]`.
Does the Variable match any of the following numbers	The area below lists the numbers against which the selected variable will be selected for a possible match. If the variable matched multiple numbers in the list, the routing for the match nearest the top of the list is used. • Numbers can include a ? wildcard to represent any single digit, with multiple ?'s to represent a matching number of digits. • Numbers can include a * wildcard to match any digits including multiple digits. The following are examples of how matching is applied: • 01707364725 will only match that number exactly. • 01707* will match any number beginning with 01707. • *4625 will match any number ending in 4625. • *4329* any number containing 4329. • 01707?????? will match any 11 digit number beginning with 01707. • ???????4625 will match any 11 digit number ending in 4625. • ???* will match any number with 7 as the third digit.

8. Click **OK**.

9. Connect the action's results to following actions as required.

Result

This action has a separate result for each number string entered for matching plus a **No Match** result.

Related links

Telephony Actions on page 121

Route Incoming Call Action

This action lets you branch a call flow based on whether the call is internal or external.

Procedure

1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Route Incoming Call**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.
8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **Internal**: This result is used for internal calls.
- **External**: This result is used for external calls.

Related links

Telephony Actions on page 121

Call Status Action

This type of action lets you branch a call flow based on the reason that the original call target for the call did not answer it.

Procedure

1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Route by Call Status**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. There is no **Specific** tab for this type of action.
8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **No Answer**: This result is used for calls routed to the voicemail server because the original target user or hunt group was rung but did not answer.
- **Busy**: This result is used when the call has been routed to the voicemail server because the original target user is busy.
- **Out of Hours**: This result is used for hunt group calls when the original target hunt group is in night service mode.
- **Default**: This result is used when the call does not fit any of the criteria above.

Related links

Telephony Actions on page 121

Transfer Action

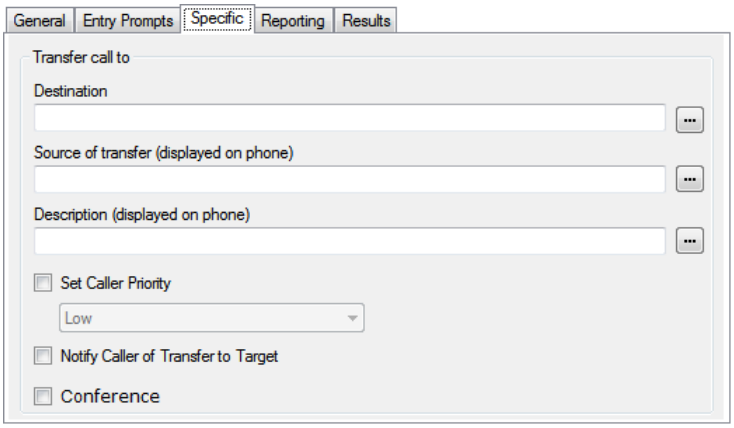
About this task

This type of action transfers the caller to the extension that matches the mailbox selected. This is a blind transfer; if the call returns to the voicemail server again, for example if unanswered, it will be treated as a new call. More advanced transfers are done using either a **Call List** or **Assisted Transfer**.

Procedure

1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Transfer**.

5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Destination	Enter the number of the destination for the transfer. This can include IP Office short codes or numbers specified by the current value of a Voicemail Pro call variable such as `$KEY`. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable.
Source of transfer	The number to display on the destination telephone if internal. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable.
Description	The text description to display on the destination telephone if internal. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable.
Set Caller Priority	If selected, the caller's priority can then be set to Low, Medium or High. A call variable set to 1, 2 or 3 can also be used to set Low, Medium or High priority respectively. • When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned Low priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also Low). • Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.

Table continues…

Setting	Description
Notify Caller of Transfer to Target	If enabled, the caller is notified of a call transfer. If a recorded name for the destination is available, the message "Transferring to" followed by the associated mailbox name of the destination is played to the caller, else the message "Please wait, you are being transferred" is played. This follows any prompts selected in the Entry Prompts list above.
Conference	Transfer the caller to a conference matching the destination number.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action does not have any result. It cannot be connected to a following action.

Related links

Telephony Actions on page 121

Whisper Action

The Whisper action plays a recording made by the caller to a transfer target while the caller is on hold. While listening to the recording and prompts the transfer target can either accept the call by pressing `1` or reject the call by pressing any other key or hanging up.

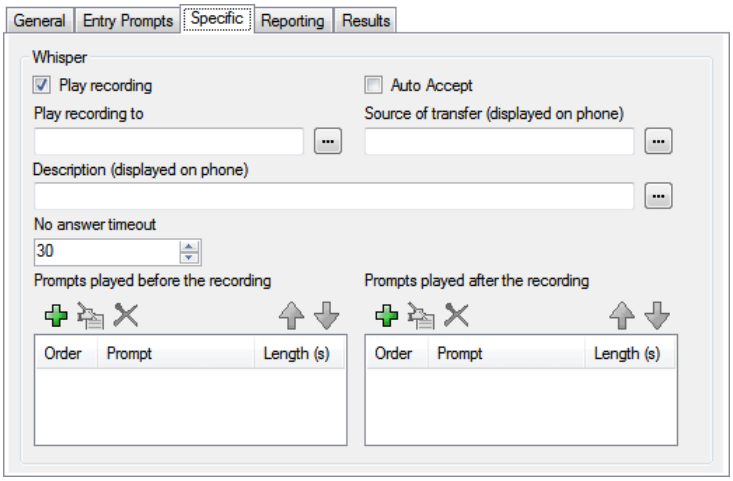
The caller recording is obtained by a Voice Question or Listen action preceding the Whisper action. The Whisper action also sets several text items for display on the transfer target extension and for prompts to be played before and after the caller's recording.

You can use the action without requiring a recording. The transfer target decides whether to accept or reject the call based on the displayed information and the prompts if they have been setup. Voicemail also accepts the whisper call transfer automatically after the recording (if any) and after prompts have been played to the transfer target.

Procedure

1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Whisper**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.

7. Select the **Specific** tab. Set the options as required.



Setting	Description
Play recording	If not selected, the call is presented to the target without playing the caller's recording. This allows the action to be used without requiring a recording from the caller. The prompts before and prompts after recording are still played if they have been setup.
Auto Accept	If selected, after the recording has been played the caller is automatically connected without the target extension having to accept the call. If this option is used, the Reject result connection is not useable. If the user extension is set to auto-answer, the whisper call is answered, the recording and prompts played and the call connected without any action by the target.
Play recording to	Enter the extension that is rung with the caller's recording.
Source of transfer	The number to display on the destination telephone if internal. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable.
Description	The text description to display on the destination telephone if internal. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable.
No answer timeout	Select how long the voicemail server should wait for an answer before following the **No Answer** result connection.
Prompts played before the recording	Select the prompts that are to be played to the target extension when they answer the call. The prompts played after the caller's recording should include the instruction "Press 1 to accept or hang up to reject".
Prompts played after the recording	

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.
- **No Answer**: This result connection is used if the transfer target does not answer the call within the action's set timeout.
- **Busy**: This result connection is used if the transfer target returns busy to the whisper call.
- **Reject**: This result connection is used if the transfer target rejects the call by pressing any key other than 1 or by hanging up.

Related links

Telephony Actions on page 121

Call List Action

This action lets a caller indicate the extension to which they want to be transferred. The caller can be restricted to selecting an extension within a particular group. The transfer in this case is not blind, if unanswered the action can link to actions for no answer or busy

Procedure

1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Call List**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.

Setting	Description
Transfer to group	Enter a group name if you want to restrict the caller to a particular group.
Prompt user with a list of group members	If this option is selected, the voicemail server will list the group members for the caller.
Source of transfer	The number to display on the destination telephone if internal. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable.
Description	The text description to display on the destination telephone if internal. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable.
No answer timeout	Select how long the voicemail server should wait for an answer before following the **No Answer** result connection.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.
- **No Answer**: This connection result is used if the transfer target does not answer the call within the action's set timeout.
- **Busy**: This connection result is used if the transfer target returns busy.

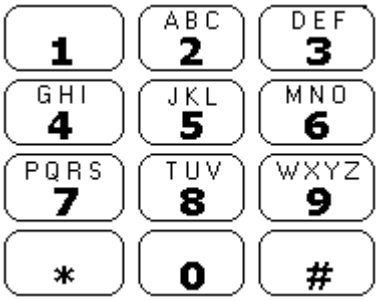
Related links

Telephony Actions on page 121

Dial by Name Action

Using this action, callers can enter the name of the person or group they want to contact by dialing on a keypad. The caller is then played a list of matching names from which they make a selection. The list uses the name prompts recorded by the mailbox users. For an example of the action in a call flow, see Example Call Flow on page 309.

The action is designed on the assumption that the telephone uses the ITU standard alphabet markings as shown



- The action prompts the caller to dial the name they require and then press #. Callers can also press *# to exit without making a selection. For example, dialing 527 matches names starting with JAS (for example "Jason") and KAR (for example "Karl").
- If no matches are found, the caller is given the option to retry.
- If 10 or less matches are found, the matching mailbox name greetings are played as part of a selection list, that is, "Press 1 for …, press 2 for …, …".
- If more than 10 matches are found, the caller is prompted to either press # to hear the first 10 or to dial more characters to reduce the number of matches. If they select to play the list, after each set of 10 matches they can either make a selection or follow the prompts for other options.
- Callers can also press * to exit. Otherwise, if no entry or selection is made, the action timeouts after a minute. In both cases, the call then follows the action's **False** result connection.

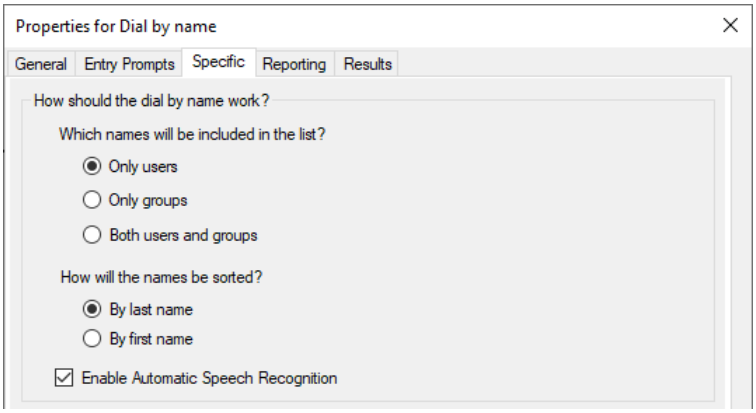
For users or hunt groups to be included in the dial by name list, they must:

- Have a recorded mailbox name.
- Not be marked as Exclude from Directory in the IP Office configuration.

Procedure

1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Dial by Name**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.

7. In the **Specific** tab you can select from three types of names that will be included in the list. Users and hunt groups set to **Exclude from Directory** in the IP Office configuration are not included. You can also select how the names will be sorted.



   - **Enable Automatic Speech Recognition** - This option is available on subscription systems that have Google speech enabled (see Enabling Google Speech TTS on page 288). When selected, the system will attempt to use speech recognition to detect the caller's responses to prompts.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **True**: If the caller makes a selection, the matching extension number is stored as in the `$KEY` variable that can then be used by any following action linked to the True result .
- **False**: This result is used if the caller does not make a selection.

Related links

Telephony Actions on page 121

Assisted Transfer Action

The **Assisted Transfer** action transfers the caller to the specified number which can include IP Office short codes. The caller hears either music on hold if installed. The transfer is not blind, if the call receives busy or no answer then it returns to follow the appropriate connection.

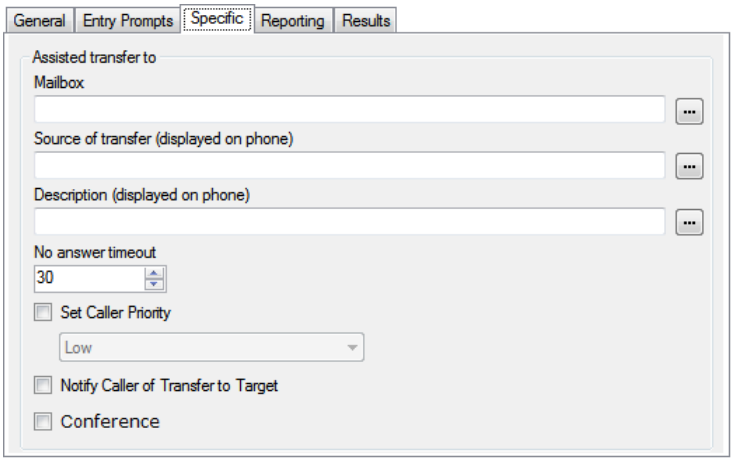
- This action is intended primarily for use with internal transfer destinations for which the IP Office can track the status of the call. If used with external transfer destinations, the ability to detect whether the call has been answered or not depends on the signaling provided. For example if you transfer the call using an analog line, IP Office records the status of the call as answered.

- On systems with IP trunks and extensions, especially those that are within an IP Office Small Community Network, there may be a short delay to connect the speech path when an assisted transfer is answered.

About this task

Procedure

1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Assisted Transfer**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Mailbox	Select or enter the name of the target mailbox. If ? is entered, voicemail will prompt callers to enter the mailbox number required. • Clicking on the … browse button allows selection of the target mailbox from a drop-down list of either **Start point or module**, **System defined variables** or **Mailbox**. The options vary depending on the action and field.
Source of transfer	The number to display on the destination telephone if internal. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable.
Description	The text description to display on the destination telephone if internal. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable.

Table continues…

Setting	Description
No answer timeout	Select how long the voicemail server should wait for an answer before following the **No Answer** result connection.
Set Caller Priority	If selected, the caller's priority can then be set to Low, Medium or High. A call variable set to 1, 2 or 3 can also be used to set Low, Medium or High priority respectively. • When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned Low priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also Low). • Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.
Notify Caller of Transfer to Target	If enabled, the caller is notified of a call transfer. If a recorded name for the destination is available, the message "Transferring to" followed by the associated mailbox name of the destination is played to the caller, else the message "Please wait, you are being transferred" is played. This follows any prompts selected in the Entry Prompts list above.
Conference	Transfer the caller to a conference matching the destination number.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.
- **No Answer**: This connection result is used if the transfer target does not answer the call within the set timeout.
- **Busy**: This connection result is used if the transfer target returns busy.

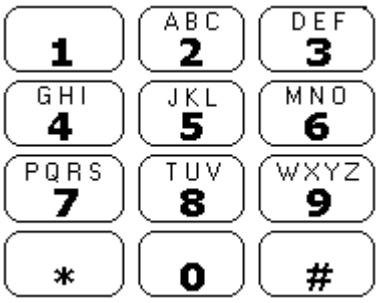
Related links

Telephony Actions on page 121

Alphanumeric Collection Action

This action lets callers input text and numeric values directly from the telephone keypad. When completed, the entry is stored in the call variable `$KEY` which can be used by following actions. For an example, see Example Call Flow on page 309.

The action is designed on the assumption that the telephone uses the ITU standard alphabet markings as shown below.

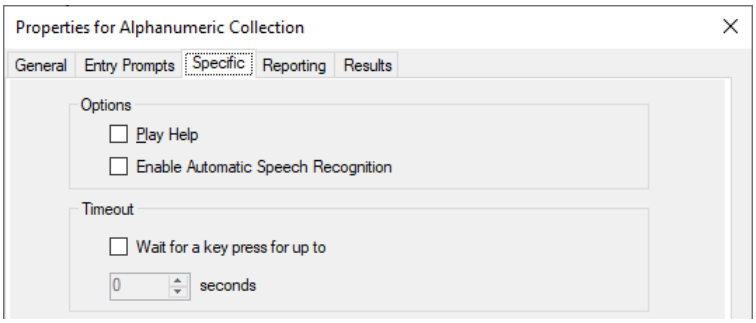


- Users enter data by pressing the key marked with the character required. For keys with multiple markings, several key presses are required. For example, to enter C the user must press the 2 key three times. After each key press, the associated letter or number is spoken.
- To move on to entering the next character, the user should press whichever other key is marked with the required character or first press # if the required character is on the key just used.
- Controls available are:
  - `#` - Accept last character and begin entry of next character if the required character is on the key just used.
  - `*1` - Hear the characters entered so far.
  - `*2` - Delete all characters entered so far.
  - `*3` - Delete the last character entered.
  - `*#` - Accept the set of characters entered and go to next call flow action.

Procedure

1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Alphanumeric Collection**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.

7. Select the **Specific** tab. Set the options as required.



Setting	Description
Play Help	Select this option if you want instruction to be given to the caller explaining how to enter information.
Wait for a key press for up to	If selected, an adjustable timeout result is provided for the action.
Enable Automatic Speech Recognition	This option is available on subscription systems that have Google speech enabled (see Enabling Google Speech TTS on page 288). When selected, the system will attempt to use speech recognition to detect the caller's responses to prompts.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **Timeout**: This result connection is available if **Wait for a key press for up to** is selected.
- **DTMF Data**: This result connection is used if the caller enters some data and then presses *#.
- **No DTMF Data**: This result connection is used if the caller presses *# without entering any data.

Related links

Telephony Actions on page 121

Park and Page Action

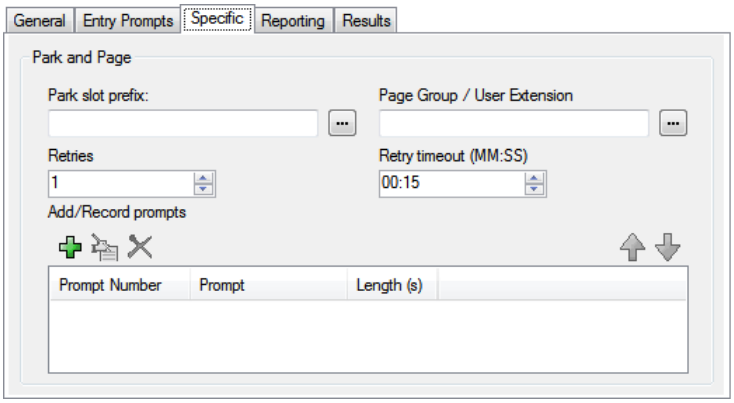
Use the **Park and Page** action to park an incoming call and page a specific user extension or hunt group about the call. The paging message includes the park slot number of the parked call and is played on the speaker phone, so anyone who hears the paging message can unpark and answer the call.

Using the **Park and Page** action, you can configure:

- The park slot prefix. IP Office uses the park slot prefix to create park slot for a call by adding an extra digit (0-9). For example, if you set 62080 as the park slot prefix, IP Office uses a number between 620800 and 620809 as park slot to park a call.
- The hunt group or the user extension to page.
- The number of successive paging retries in case the call is not unparked in the first attempt.
- The timeout period before a successive paging retry is initiated.
- The prompts to be played in the paging message and the order in which the prompts are played.

Procedure

1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Park and Page**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Park slot prefix	The desired park slot prefix number. The maximum prefix is eight digits. When used, the prefix is followed by a digit 0 to 9 to form the complete park slot for each call.
Page Group/User Extension	Enter the hunt group or the user extension that you want the system to page.
Retries	Set one of 0, 1, 2, 3, 4, 5, or Unlimited. Set Unlimited if you want the system to continue paging for more than 1 hour.

Table continues…

Setting	Description
Retry timeout	Set the timeout period before a successive paging retry is initiated. The default retry timeout period is 00:15 and the maximum that you can set is 05:00.
Add/Record prompts	Use this list to add prompts to include in the paging message.:

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **Park Fail**: This result connection is used by the call if call park fails. Call park can fail if all 10 of the park slots are in use.
- **Page Fail**: This result connection is used by the call if call page fails.
- **Timeout**: This result connection is used by the call if the call remains parked even after all of the configured number of paging retries.
- **Success**: This result connection is used by the call if an agent unparks the call before the paging retries time out.

Related links

Telephony Actions on page 121

Predictive Call Script Action

Use the **Predictive Call Script** action to create call flows for predictive calls made by Avaya Outbound Contact Express. Using the **Predictive Call Script** action, you can configure:

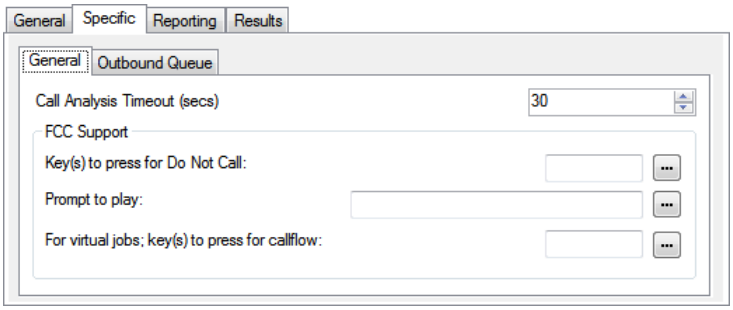
- A timeout period for the call progress analysis (CPA) by Proactive Contact Dialer. By default, the timeout period is 30 seconds.
- Unique keys for the customers to press during the call flow to get included in the Do Not Call (DNC) list. By default, no keys are set.
- Unique keys for the customers to press during the call flow to opt out of a virtual agent call. By default, no keys are set.
- The prompts and messages to be played to a customer (and the pauses to be taken in between) at various stages of the call flow.

Calls on which customers opt to get included in the DNC list get disconnected automatically. You can configure a prompt to be played to the customers before such calls get disconnected.

For calls on which the customer opts out of a virtual agent call, you must configure the next action in the call flow. For example, you can configure a Transfer action to transfer the customer to a specific agent or a hunt group.

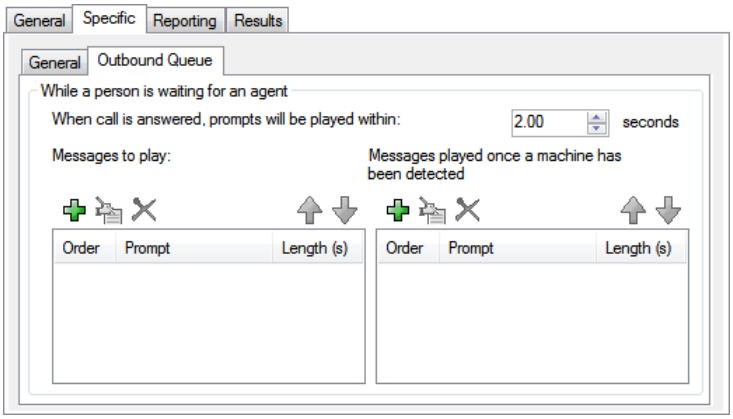
Procedure

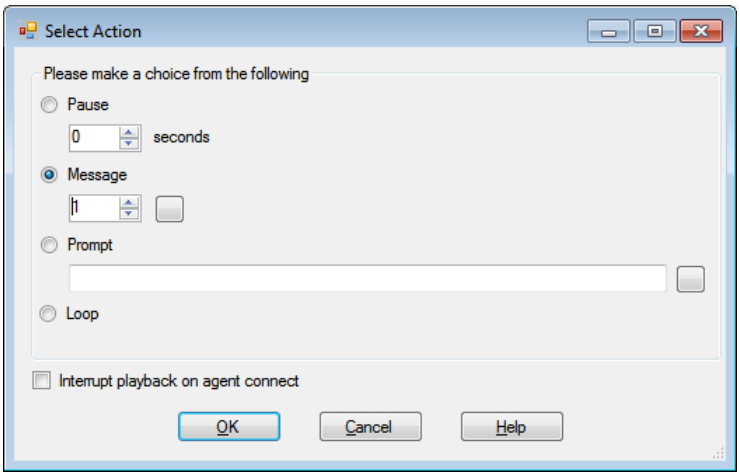
1. Click the **Telephony Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Predictive Call Script**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. On the **Specific** > **General** tab:



Setting	Description
Call Analysis Timeout (secs)	Set the timeout period for the call progress analysis. After the set time period is over, the call gets connected to an agent. The CPA timeout must be long enough to properly allow the detection of all possible progress tones and prevent connecting non-live calls to agents. If the primary goal is to connect the call to an agent in all circumstances, the timeout can be reduced to a small number.
Keys(s) to press for Do Not Call	Set the keys for a customer to press to get added to the DNC list.
Prompt to play	Set the prompt to be played to a customer who opts for DNC.
For virtual jobs; key(s) to press for callflow	Set the keys for a customer to press to opt out of a virtual call and be transferred to an agent.

8. On the **Specific** > **Outbound Queue** tab:



Setting	Description
When call is answered, prompts will be played within	Set the wait time within which prompts are played to a customer after the customer answers the call.
Messages to play	Set the list of actions that are to be taken while a customer is waiting for an agent in the queue. Click to add an action to the list.  • **Pause**: Add a pause and the time period for the pause. • **Message**: Add a pre-recorded message (identified by its message number) to be played. • **Prompt**: Add a pre-recorded Voicemail Pro prompt to be played. • **Loop**: Add a loop to sequentially repeat the actions in the list again. • **Interrupt playback on agent connect**: Immediately end the playback when an agent answers the call. Not available for Loop.
Messages played once a machine has been detected	Set the list of prompts that are to be played if the call is answered by an answering machine. Click to add a prompt to the list. These messages are played only if no agents are available. If an agent is available, the call is connected to the agent.

9. Click **OK**.
10. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Telephony Actions on page 121

Chapter 17: Miscellaneous Actions

These actions do not fit in any specific category.

Related links

eMail Action on page 141
Open Door Action on page 142
Alarm Set Action on page 143
Clock Action on page 146
Post Dial Action on page 147
Remote Call Flow Action on page 148

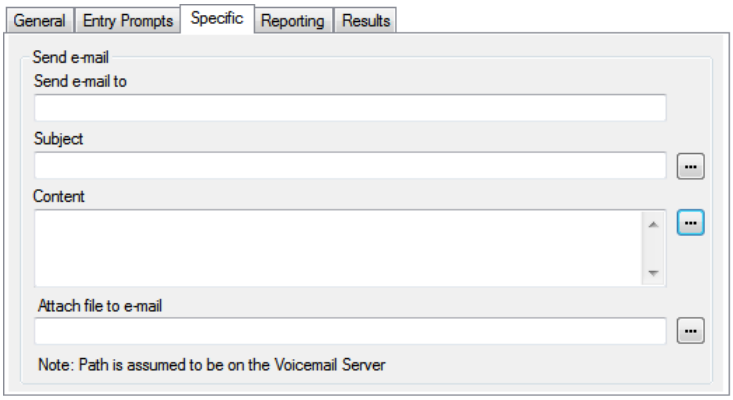
eMail Action

This action sends a recording to a specific email address.

Procedure

1. Click the **Miscellaneous Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **eMail**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.

7. Select the **Specific** tab. Set the options as required.



Setting	Description
Send e-mail to	Enter the e-mail address of the recipient.
Subject	The subject line for the e-mail.
Content	The text to be placed in the e-mail.
Attach file to e-mail	Select the recorded file to be attached to the e-mail. • If just $ is entered, then the action will use the recording collected by a preceding **Leave Mail** action or **Voice Question** action.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Miscellaneous Actions on page 141

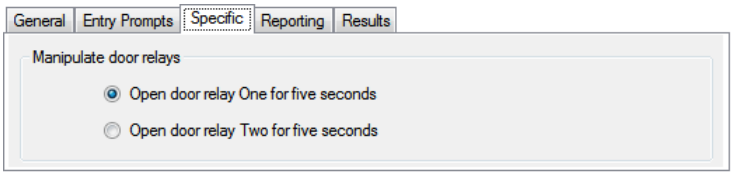
Open Door Action

This action can activate either of the door entry switches provided on some IP Office telephone system control units. These can be used to activate door entry relays.

Procedure

1. Click the **Miscellaneous Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.

4. Select **Open Door**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Miscellaneous Actions on page 141

Alarm Set Action

This action creates an alarm call to be played to a specified extension at a specified time. By default the alarm call displays ALARM and plays the prompt "This is an alarm call, please hang up".

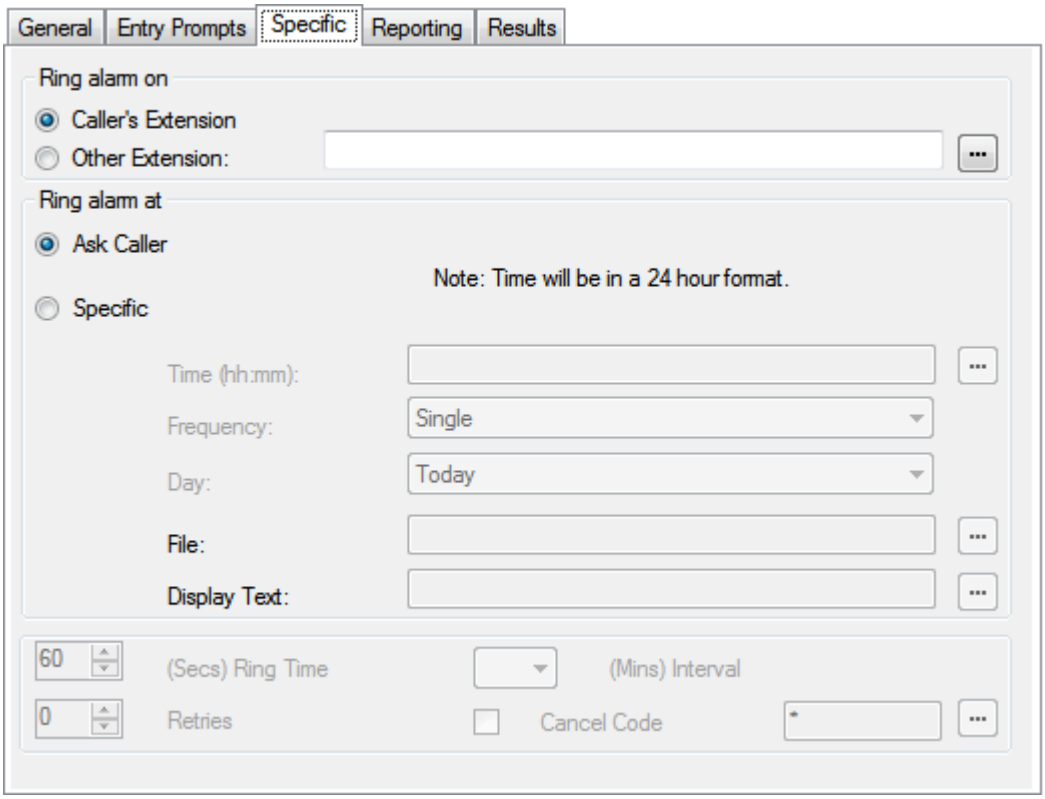
You can adjust the length of the alarm call ringing and repeat the alarm call if it is not responded to. The number of repeats can be adjusted. An optional dialing digit is required to clear the alarm.

- For administrators, the alarm calls that have been setup can be viewed and edited. You can also manually add additional alarms. See Alarms on page 338.
- The Voicemail Pro is limited to 2 outgoing alarm calls at the same time (subject to voicemail port availability). Any additional alarm calls are delayed until the existing alarm calls have been completed.

Procedure

1. Click the **Miscellaneous Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.

4. Select **Alarm Set**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Caller's Extension	This option sets the alarm target as the caller's own extension number.
Other Extension	This option assists you to use a specific number for the alarm target or use a call variable that contains the number to use.
Ring alarm at These options set the time and frequency of the alarm being set.	
Ask Caller	The call flow user is asked to dial the required time in 24-hour clock format. This will set a single use alarm for that time.
Specific	You can define a specific alarm time. This lets you to specify a single use or a repeated alarm.

Setting	Description
Time (hh:mm)	Set the alarm time in 24-hour format. A time value can be entered or a call variable can be used. If left blank or if the call variable used is not a valid time value, the call flow user is asked to enter a time the same as if **Ask Caller** was selected.
Frequency	Sets how often the alarm should occur. The options are **Single**, **Daily** or **Weekly**. A variable with value 1, 2 or 3 respectively can be used.
Day	Useable with **Single** and **Weekly** alarms. Set the day for the alarm. The option **Today** is also available for alarms where the **Frequency** is set as **Single**.
File	This field is optional. If a file is specified here it is used for the alarm call. If no file is specified the default alarm message ("This is an alarm call, please hang up") is used.
Display Text	By default the alarm will display "Alarm" on the target if it is an Avaya display telephone. This field can be used to customize the text used.
Ring Time	Default = 60 seconds. Range = 5 to 120 seconds. This field set the length of ring time used for the alarm call if not answered.
Retries	Default = 0 (Off). Range = 0 to 10. This field can be used to specify how many times the alarm should be repeated if it is not answered and cleared. When a value other than 0 is selected, the Interval option becomes available to specify the interval between repeats.
Interval	Default = None (Off). If a number of retires is specified, this option can be used to select the number of minutes between repeated alarm attempts until the alarm is cleared.
Cancel Code	Default = Off. When off, the alarm is cleared if the alarm call is answered. If on, a dialing code can be specified. If the correct code is not dialed in response to an alarm, the alarm is not cleared and will repeat if retries have been specified.
Cancel Code	Default = *, Range = Up to 4 digits. This field is used to enter the dialing required to clear the alarm call. The value * will match any dialing. To cancel the alarm, the cancel code must be entered followed by the hash key (#). The file used to play the alarm message must mention the cancel code and the fact that cancel code must be followed by the hash key (#).

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Miscellaneous Actions on page 141

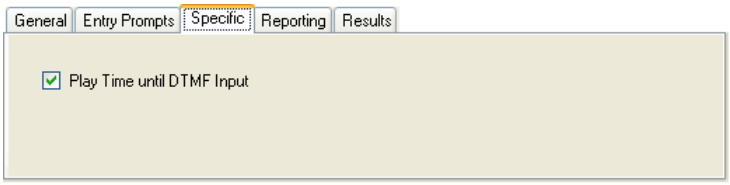
Clock Action

This action plays the current time on the voicemail server computer. With International Time Zone functionality, when you invoke a Clock Action configured on a voicemail server, the Clock Action reports the time based on the time zone where you are located and not the time where the voicemail server is located.

About this task

Procedure

1. Click the **Miscellaneous Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Clock**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Play Time Until DTMF Input	If not selected the time is played to the caller once. If selected the time is repeated until the caller presses a DTMF key or hangs up.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

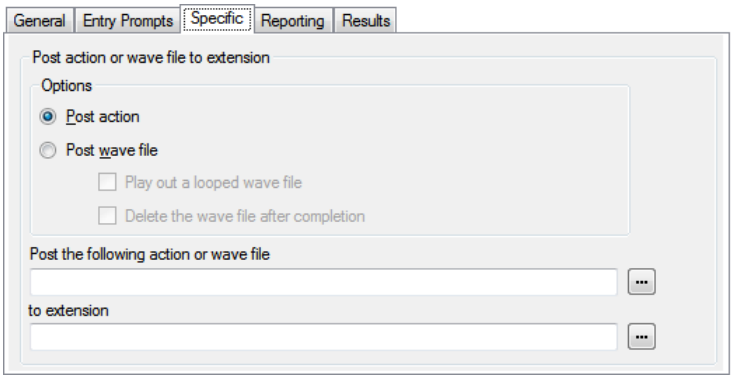
Miscellaneous Actions on page 141

Post Dial Action

This action can connect another extension to a specified call flow start point or to play a recording to that extension.

Procedure

1. Click the **Miscellaneous Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Post Dial**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Option	Description
Post action	Select this option if you want to connect a target extension to a selected call flow.

Table continues…

Option	Description
Post wave file	Select this option if you want the target extension to be played a selected wav file. When Post wave file is selected there are two options which can be selected. • **Play out a looped wave file**: The wav file will be played in a continuous loop. • **Delete the wave file after completion**: The wav file will be deleted after it has been played.
Post the following action or wave file	Enter the name of the required start point or use the browse button to select the start point. To play a recording, enter `hello.wav` (substitute the appropriate file path and file name for the `.wav` file you want played).
To extension	Enter or select the extension to which the call should be made. The voicemail server will attempt to make the call every 5 minutes for the next hour until successful. The **Post Dial** action can be used to page a .wav file to an extension number, including group extension numbers. This is done by entering **PAGE:** followed by the target extension number. In this case the wav file will not loop if selected.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Miscellaneous Actions on page 141

Remote Call Flow Action

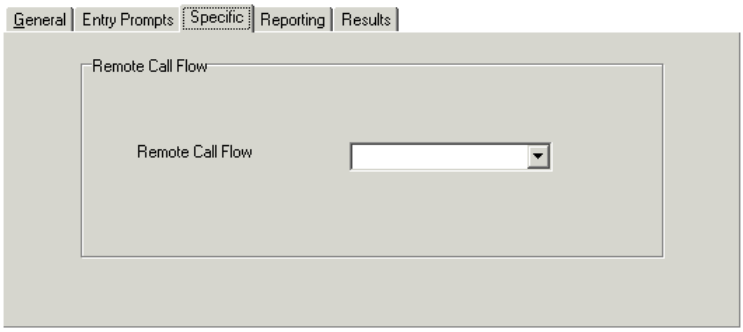
This action lets you include a call flow developed elsewhere in an existing call flow, in the form of an uploaded .vmp file. See Including other files in voicemail server on page 69.

The aim of this action is to assist you to place call flows developed by other applications on the voicemail server and include in its customized call flows.

Procedure

1. Click the **Miscellaneous Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Remote Call Flow**.

5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has no results. The follow on call handling is determined by the actions in the remote call flow.

Related links

Miscellaneous Actions on page 141

Chapter 18: Condition Actions

These actions are used to create branches in the call routing according to whether a value is true or false.

Related links

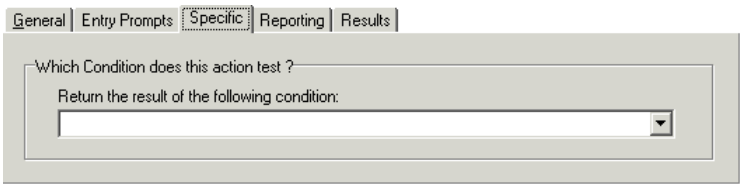
Test Condition Action on page 150
Set User Variable Action on page 151
Test User Variable Action on page 152
Test Variable Action on page 153
Increment and Test Counter Action on page 155
Decrement and Test Counter Action on page 156

Test Condition Action

This action checks the current state (true or false) of a condition setup through the Conditions Editor .

Procedure

1. Click the **Condition Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Test Condition**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Return the results of the following condition	Select the condition from the conditions currently setup.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **True**: This result connection is used by the call if the tested condition is currently true.
- **False**: This result connection is used by the call if the tested condition is currently false.

For examples of the Test Condition action in a call flow, see Customizing a Hunt Group Call Flow on page 203 .

Related links

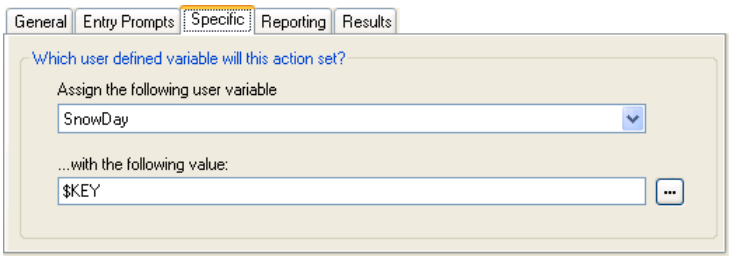
Condition Actions on page 150

Set User Variable Action

This action sets a user variable to a particular value. Other call flows can then use **Test User Variable** actions to check whether the variable has a particular value.

Procedure

1. Click the **Condition Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Set User Variable**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Assign the following user variable	The name for the existing user variable.
With the following value	The value of the variable. Type the required value directly or use the browse button to select the text that should be used including using the value of a call variable .

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Connect the Set User Variable action to another action (for example, a Disconnect action), whose entry prompt confirms to the caller that the value has been set. In some situations, such as where the Set User Variable action is accessed by a user dialing a short code, if the user hangs up too quickly the variable may not be set. Having a following action with a confirmation message encourages users not to hang up too quickly.
  - Use the **Complete Sequence** option in the **Start** action so that the variable is set even if the caller hangs up prior to hearing any confirmation.

Related links

Condition Actions on page 150

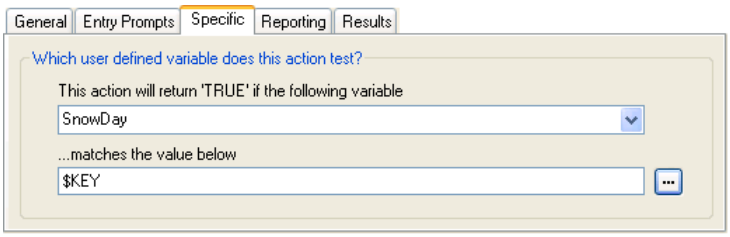
Test User Variable Action

The **Test User Variable** action has true and false connections that are followed according to whether the selected user variables current value matches a particular value. The **Set User Variable** action can be used in other calls to set the value of the variable. For an example of the action in a call flow, see User Defined Variables on page 173 .

Procedure

1. Click the **Condition Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Test User Variable**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.

7. Select the **Specific** tab. Set the options as required.



Setting	Description
This action will return "TRUE" if the following variable	The name of the existing user variable to be checked.
Matches the value below	The value of the variable that will return a true result. Type the required value directly or use the browse button to select the text that should be used including using the value of a call variable .

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **True**: This result connection is used by the call if the tested condition is currently true.
- **False**: This result connection is used by the call if the tested condition is currently true.

Related links

Condition Actions on page 150

Test Variable Action

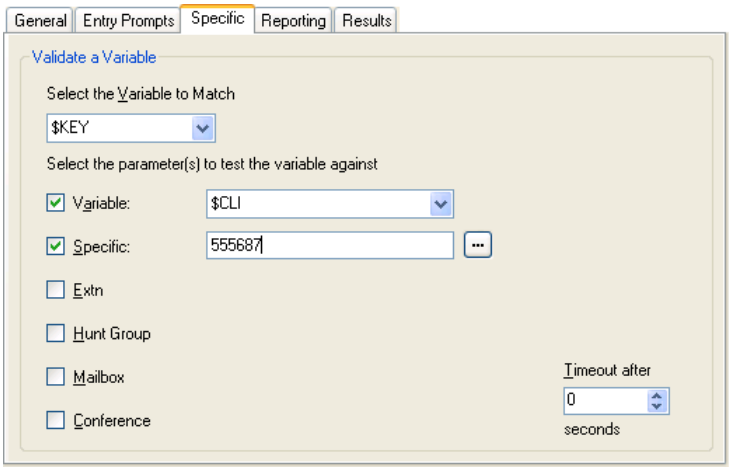
This action allows you to route calls based on matching the value of a call variable to a specified value.

The variable `$REG[name]` can be used to access the current value of a user variable. For example, `$REG[UV1]` accessing the value of a user variable called `UV1`. Using the method above can be used to save this as a `$CP` value. For example, `CP2:$REG[UV1]`.

Procedure

1. Click the **Condition Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Test Variable**.

5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Select the variable to match	This drop-down list is used to select which Voicemail Pro call variable should be checked for a match. • Variables not available in the drop-down list may be used by saving the current value of the variable to one of the `$CP` values. This can be done using a **Generic** action set to Set CPxx Value. For example `CP1:$MONTH` saves the value of `$MONTH` to `$CP1`. • The variable `$REG[name]` can be used to access the current value of a user variable. For example, `$REG[UV1]` accessing the value of a user variable called `UV1`. Using the method above can be used to save this as a `$CP` value. For example, `CP2:$REG[UV1]`.
Timeout after	The timeout value is used only if `$KEY` is selected as the variable to match. In this case, if the Voicemail Pro will wait for the specified timeout period for the caller to dial a new value of `$KEY`. To enter a value without waiting for the timeout to expire the user can be prompted to enter a value and then press #.

Setting	Description
Select the parameter(s) to test the variable against Select the types of values that should be checked for a match and enter the values. If several options are selected, the Voicemail Pro checks for a match starting from the top and working down until a match occurs.	
Variable	Check for a match against the value of another selected call variable . Type the required value directly or use the browse button to select the text that should be used including using the value of a call variable .

Table continues…

Setting	Description
Specific	Check for a match against the value entered in the adjacent field.
Extn	Check for a match against valid extensions on the IP Office.
Hunt Group	Check for a match against hunt group extension numbers.
Mailbox	Check for a match against mailboxes.
Conference	Check for a match against system meet-me conference ID numbers.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action will have results for connection to following actions in the call flow based on the selected options on its **Specific** tab plus a **No Match** and **Timeout** result:

- **No Match**: This result is used if no match is found.
- **Timeout**: This result is used when `$KEY` is specified as the variable to match and no match occurs within the specified timeout period.
  - This connection is followed immediately the caller hangs up if the **Start** action option **Complete Sequence** has been selected.

Related links

Condition Actions on page 150

Increment and Test Counter Action

Increase the values of a `$COUNTER` variable by 1 and then test whether its new value matches a target value.

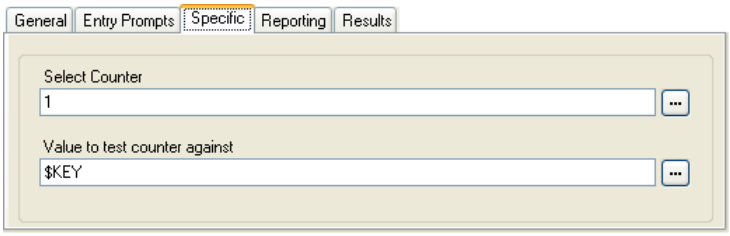
The voicemail server provides counter variable `$COUNTER1` to `$COUNTER15`. These can be used in the same way as other call variables. They can also be manipulated using **Generic** action commands for Set Counter , Clear Counter , Counter Decrement and Counter Increment.

They can also be used with the **Decrement and Test Counter** and **Increment and Test Counter** actions. By default the initial value of a counter variable is 0. The formats `$COUNTERx` or `$COUNTER[x]` are both supported.

Procedure

1. Click the **Condition Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Increment and Test Counter**.

5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Select counter	Select the `$COUNTER` variable to increment and then test. `$COUNTER1` to `$COUNTER15` can be selected by entering 1 to 15 respectively.
Value to test counter against	This can be a number or another call variable . When the counter matches the value the True result connection is used, otherwise the False result connection is used.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **True**: This result connection is used if the counter value matches the test value.
- **False**: This result connection is used if the counter value does not match the test value.

Related links

Condition Actions on page 150

Decrement and Test Counter Action

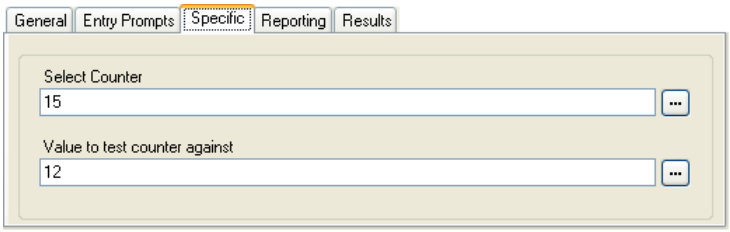
Decrease the values of a `$COUNTER` variable by 1 and then test whether its new value matches a target value.

The voicemail server provides counter variable `$COUNTER1` to `$COUNTER15`. These can be used in the same way as other call variables. They can also be manipulated using **Generic** action commands for Set Counter , Clear Counter , Counter Decrement and Counter Increment.

They can also be used with the **Decrement and Test Counter** and **Increment and Test Counter** actions. By default the initial value of a counter variable is 0. The formats `$COUNTERx` or `$COUNTER[x]` are both supported.

Procedure

1. Click the **Condition Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Decrement and Test Counter**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Setting	Description
Select counter	Select the `$COUNTER` variable to increment and then test. `$COUNTER1` to `$COUNTER15` can be selected by entering 1 to 15 respectively.
Value to test counter against	This can be a number or another call variable . When the counter matches the value the True result connection is used, otherwise the False result connection is used.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **True**: This result connection is used if the counter value matches the test value.
- **False**: This result connection is used if the counter value does not match the test value.

Related links

Condition Actions on page 150

Chapter 19: Database Actions

These actions relate to retrieving and adding data to a database.

Related links

Database Open Action on page 158
Database Execute Action on page 159
Database Get Data Action on page 160
Database Close Action on page 162

Database Open Action

Database Open action opens a link to a database. If there is a connection to the database already then the current connection is closed and the new one requested will be opened. For an example of the action in a call flow, see Retrieving Data From the Database on page 299.

Procedure

1. Click the **Database Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Database Open**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. The connection string to open the database can be entered directly into the field. For help on constructing the connection string, click . The **Data Link Properties** window opens.

Tab	Description
Provider	Select the OLE DB Provider of the data that is to be connected to. Click **Next** to move to the **Connection** Tab.

Table continues…

Tab	Description
Connection	Specific information relating the Database provider needs to be completed. The fields available depend on the type of provider. • To test that the information entered, click **Test Connection**. A `Test Connection Succeeded` message indicates successfully database connection. • The voicemail server uses MD5 authentication. Other methods of authentication such as SCRAM are not supported.
Advanced	Network and other settings, for example access permissions. Fields showing will be dependent on the type of provider selected. Click help for specific information about any of the fields.
All	The properties that have been selected on the previous tabs are shown in the All Tab. Amendments can be made as required by selecting the Name and click **Edit Value**.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **Success**: This result connection is used once the database is opened.
- **Failure**: This result connection is used if the database cannot be opened.

Related links

Database Actions on page 158

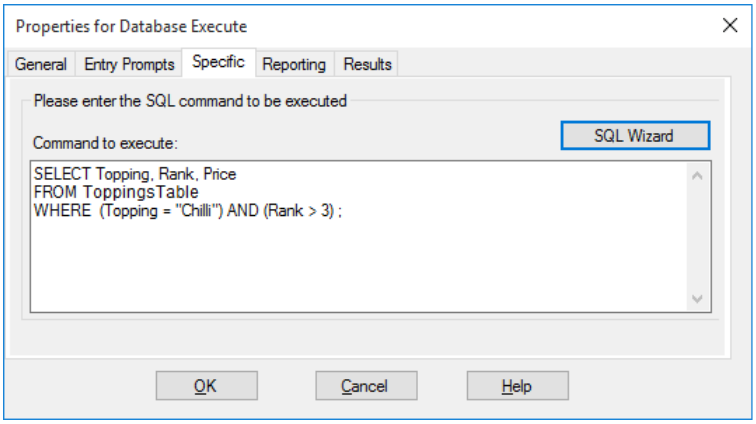
Database Execute Action

The **Database Execute** action performs an SQL query on a database opened by the preceding **Database Open** action. An SQL query that is generated by the **Database Execute** action does not support spaces in the field or table names.

Procedure

1. Click the **Database Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Database Execute**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.

7. Select the **Specific** tab. The **SQL Wizard** window opens. Use the wizard to construct the SQL query.



   - Any data included in the query must match the data type (number, integer or text) of the field that the query runs on. Values being used to query a text field should be enclosed by quotation marks. This applies whether using query values entered directly or using Voicemail Pro variables. For example, if using `$KEY` as a query value, for a text field query you must enter `"$KEY"`.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **Success**: The action has been successful and has returned a set of records from the database.
- **Failure**: The action has not returned any data.

Example

For examples of the action in a call flow, see Retrieving Data From the Database on page 299 and Entering Details in to the Database on page 305.

Related links

Database Actions on page 158

Database Get Data Action

About this task

Once a **Database Execute** action has been used, it returns a set of records from the database. A **Database Get Data** action or actions are then used to select which record is the currently selected record whose values are placed into the call flow's $DBD variables.

Procedure

1. Click the **Database Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Database Get Data**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.

Setting	Description
Retrieve the next item in the list	Select the next record returned by the **Database Execute** action as the currently selected record.
Retrieve the previous item in the list	Select the previous record returned by the **Database Execute** action as the currently selected record.
Retrieve the first item in the list	Select the first record returned by the **Database Execute** action as the currently selected record.
Retrieve the last item in the list	Select the last record returned by the **Database Execute** action as the currently selected record.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **Success**: The selected records values have successfully been assigned to the `$DBD` variables.
- **At End**: There are no further records in the set of data.
- **Empty**: The execute method returned no data, the `$DBD` variable contains no information.
- **Failure**: There was a problem trying to retrieve the next data record, the `$DBD` variable contains no information.

Example

Examples of using the database actions are given in the IVR database Connection section. For an example of the action in a call flow, see Retrieving Data From the Database on page 299 .

Related links

Database Actions on page 158

Database Close Action

About this task

This action closes the current database connection. If the database is open when a call terminates, then a **Database Close** action is run automatically.

Procedure

1. Click the **Database Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Database Close**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. There is no **Specific** tab for this action.
8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following results which can be connected to further actions:

- **Success**: The database connection has been closed.
- **Failure**: The database connection has not been closed. This action is useful during testing and development of the database call flow to validate correct operation.

Related links

Database Actions on page 158

Chapter 20: Queue Actions

These actions are associated with hunt group queues and are not available to user and short code start points. The IP Office Manager option Synchronize calls to announcements should not be used when using the queue actions.

Related links

Queue ETA Action on page 163
Queue Position Action on page 164

Queue ETA Action

The **Queue ETA** action plays the estimated time to answer (ETA) in minutes to a caller in the queue of calls for a hunt group. It is not used for calls queued for a user.

The ETA is supplied by the IP Office when it requests a queue or still queued announcement message to be played to a caller. It is calculated based on the queued time in the previous hour of the last 5 queued and answered calls. It is always rounded up to the nearest minute. For an example, see Customizing Queuing on page 201 .

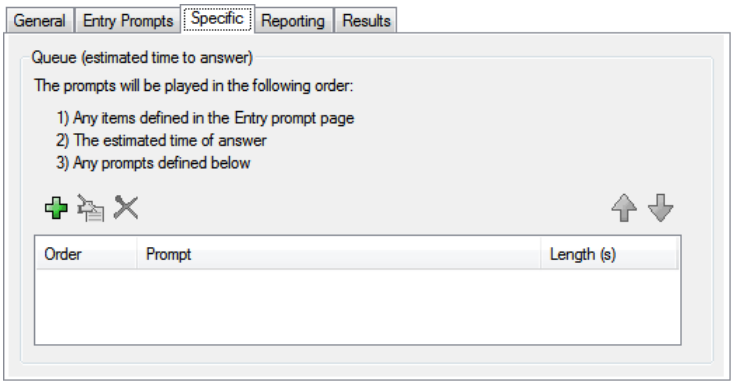
A simply announcement is used that does not include queue position and estimated time to answer. However if required the Queued and Still Queued call flow start points can be added and customized using actions including this one.

- When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned Low priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also Low).
- Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.
- The IP Office Manager option Synchronize calls to announcements should not be used with call flows that include this action.

Procedure

1. Click the **Queue Actions** icon.

2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Queue ETA**.
5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Queue Actions on page 163

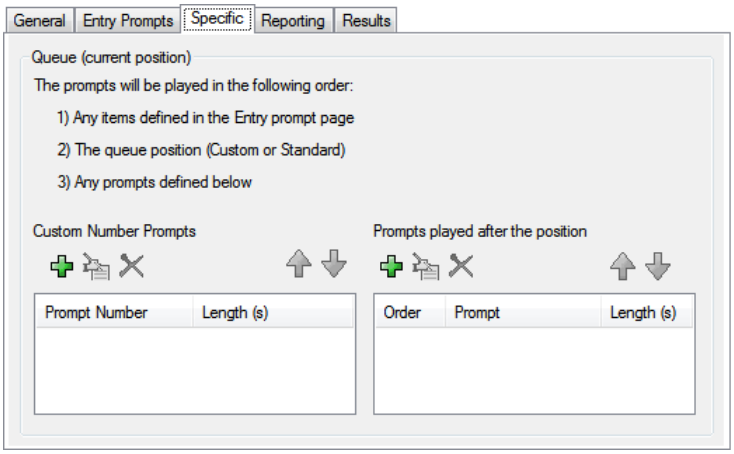
Queue Position Action

This action announces the callers position in the hunt group call.

Procedure

1. Click the **Queue Actions** icon.
2. Click on the callflow where you want the action placed.
3. Connect the new action to the required result of a preceding action.
4. Select **Queue Position**.

5. Double-click on the action to display its settings tabs.
6. The **General**, **Entry Prompts**, **Reporting** and **Results** tabs are standard tabs available to all actions. See The Start Action and Action Settings Tabs on page 76.
7. Select the **Specific** tab. Set the options as required.



Prompts	Description
Custom Number Prompts	This list is used to add custom queue position number prompts if the default prompts are not wanted. You can add up to 100 prompts (numbers from 0 to 99 can be recorded) for a queue action.
Prompts played after the position	This list is used to add any additional prompts that should be played after telling the caller their queue position.

8. Click **OK**.
9. Connect the action's results to following actions as required.

Result

This action has the following result which can be connected to a further action:

- **Next**: Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** action option **Complete Sequence** has been selected.

Related links

Queue Actions on page 163

Part 4: Variables

Chapter 21: Call variables

A number of call variables exist which can be used to perform tasks. For example, $NAM can be used to speak the user's name within an action's entry prompt. Call variables can also be checked using actions such as **Variable Routing** and **Test Variable** to branch the call flow according to the variables value.

Unless otherwise stated, call variables specific to a particular call on the voicemail server. They do not persist between calls, including calls transferred from voicemail server that then return. Also, unless otherwise stated the values are 'read-only'.

- **Variable Length**: The length of the value stored within a variable is limited. The limit is 512 characters.
- **Write**: This column indicates those call variables where the existing value can be changed using methods such as generic action commands. Other call variables have a fixed value set when the call is received by the voicemail server or, for$DBD values, the value is requested by the voicemail server.

Related links

Available call variables on page 167
Call Data on page 170
Using variables in file names on page 171
Speaking variables to callers on page 172

Available call variables

Variable	Write	Description
$ACCOUNT_CODE	Yes	The account code associated with the call.
$ANS_PARTY	–	Number of party who answered the call.
$ANS_PARTY_NAME	–	Name of the party who answered the call.
$CALL_DATE	–	The call date (UTC).
$CALL_TIME	–	The call time (UTC).
$CALLED	–	The called number.
$CALLED_NAME	–	The name, if available, of the called party.

Table continues…

Variable	Write	Description
$CALLED_TZOFFSET	–	The called parties time zone offset.
$CALLERS_TZOFFESET	–	The callers time zone offset.
$CID	–	Contains a unique call ID assigned to the call. This is not the same call ID as shown in IP Office SMDR records.
$CLI	Yes	Holds the CLI of the caller if available to the IP Office.
$CLI_NAME	–	The name, if available, of the caller.
$COUNTER	Yes	The voicemail server provides counter variable $COUNTER1 to $COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic** action commands for Set Counter , Clear Counter , Counter Decrement and Counter Increment . They can also be used with the **Decrement and Test Counter** and **Increment and Test Counter** actions. By default the initial value of a counter variable is 0. The formats $COUNTERx or $COUNTER[x] are both supported.
$CP	Yes	The 16 variables $CP0 to $CP15 are used to store values (call parameters) for the duration of a call within the call flow. Values can be written into these variables using the **Generic** action command CPx:<value> where x is 0 to 15 and <value> is the value to be stored. The formats $CPx or $CP[x] are both supported.
$DATE	–	The current date in long format, for example "3rd November 2015". The individual date and time elements can be accessed in numeric format using the $DAY, $MONTH, $YEAR, $HOUR, $MIN and $SEC variables.
$DAY	–	The current day number.
$DISPLAY	Yes	The phone display text.
$DBD	–	A set of 6 variables $DBD[0] to $DBD[5] for fields extracted from a current database record. The formats $DBDx or $DBD[x] are both supported.
$DDI	Yes	Holds the DDI of the call if available.
$ETA	–	Holds the expected time to answer in seconds for a queued caller. This time is based on the last 5 queued and answered calls for the same target in the last hour. The variable can be used to speak the value as a prompt or to test the value in a condition. Only available when using **Queued** and **Still Queued** start points.
$FALLBACK_NUM	–	The fallback number associated with the call.
$HOUR	–	The current hour.
$ISDST	–	Indicates whether the system is currently using daylight saving or not.

Table continues…

Variable	Write	Description
$KEY	Yes	Holds the last DTMF key series entered. For more information.
$LOC	–	Holds the locale setting for the call passed by the IP Office system.
$MIN	–	The current minutes.
$MONTH	–	The current month as a numeric value.
$NAM	–	Holds the name of the mailbox user (blank for short codes). If used as a prompt, the mailbox's recorded name prompt is played.
$POS	–	Holds the position of a queued caller. Can be used to speak the position as a prompt or test the value in a condition. Only available when using **Queued** and **Still Queued** start points.
$QTIM	–	The same as the $ETA above but returns the estimated time to answer rounded up to the nearest minute. This variable can be used to speak the value as a prompt or to test the value in a condition.
$REC_ORIGINATOR	–	The recording originator.
$REG[name]	–	This variable returns the current value of the named user variable . This allows user variables to be used in the same way as call variables.
$RES	Yes	Holds the value of the result of the previous action. For example when a call flow has been branched by an action that has **True** and **False** results, on one branch the value of $RES is "True", on the other "False".
$SAV	Yes	Holds the last saved result. This can be entered using the following entry in a Generic action, **Save:<value>**, for example **Save:$KEY** or **Save:1234**.
$SEC	–	The current seconds.
$TAG	Yes	The tag text currently associated with the call.
$TARGET	Yes	For calls sent by the IP Office to a mailbox, this variable contains the original target of a call, that is, the original target user or hunt group.
$TARGET_NAME	–	The name of the target.
$TARGET_TZOFFSET	–	The targets time zone offset.
$TIME	–	The current system time.
$TIMEQUEUED	–	Holds the length of time, in seconds, that the call has been part of a particular hunt group queue. Only available when using **Queued** and **Still Queued** start points.
$TIMESYSTEM	–	Holds the length of time, in seconds, since the call was presented to the IP Office system. Only available when using **Queued** and **Still Queued** start points.
$USER_DATA	–	

Table continues…

Variable	Write	Description
$UUI	–	Available when a recording is triggered by auto-recording. Holds the user name, hunt group name or account code that triggered the auto-recording process.
$VAR	Yes	A general variable which can hold amongst other things DTMF key sequences.
$WEEKDAY	–	The day of the week.
$YEAR	–	The current year.

Related links

Call variables on page 167

Call Data

Below is an example of the call data passed from IP Office to the voicemail server in parallel with a call. It includes call data which is used to populate the call variable then useable within callflows.

```
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Receive OPEN
"" for session 00000067,
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Access =
ACCESS_LEAVE_VOICEMAIL:
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Mailbox: test
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Calling Party:
215
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Display
String: Betina>test
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Target Party:
250
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Greeting
Modifier:
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Language: enu
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Call Ident: 11
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Call Status:
No Answer (1)
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Call Type:
Internal
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Call
Direction: Incoming
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Called Party:
250
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - DDI Number:
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Calling Party
Name: Betina
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Called Party
Name: test
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Caller Party
Offset: 72
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Target Party
Offset: 72
14/04 00:03:17.889 vmpro (09,6) 4442,09655b70,08366: Session: 00000067 - Called Party
Offset: 72
```

The data items includes:

- Mailbox
- Calling Party
- Display String
- Target Party
- Greeting Modifier
- Language
- Call Ident
- Call Status: No Answer (1)
- Call Type: Internal
- Call Direction: Incoming
- Called Party
- DDI Number
- Calling Party Name
- Called Party Name

Related links

Call variables on page 167

Using variables in file names

Variables can be used in prompt file paths as follows:

- When accessing voicemail prompts, voicemail variables can be used in both the path and filename for the prompt. For example:
  - If the prompts `Greeting1.wav` and `Greeting2.wav` etc. are recorded, an action set to play `Greeting$KEY.wav` plays the greeting prompt that matches the current value of `$KEY`.
  - By recording custom prompts for different languages with the same file name but placed in appropriately named language sub-folders, the variable `$LOC` can be used in an action's prompt file path to play the correct language version of the prompt.
  - For announcements, the formats `[GREETING]\<name>_Queued` and `[GREETING]\<name>_StillQueued` can be used, where `<name>` is replaced by the hunt group or user name.

Related links

Call variables on page 167

Speaking variables to callers

Call variables can be used as prompts. The value of the call variable is then spoken. This applies to all variables that are numeric values. It also applies to `$NAM` which plays the mailbox user's recorded name prompt.

Numbers are spoken as a series of single digits. For example, 123 is spoken as "one two three". To speak 123 as "one hundred and twenty-three" requires TTS to be enabled and a **Speak Text** action used.

- Some call variables can be played as prompts. For example:
  - `$NAM` - Plays the user name.
  - `$CLI` - Speaks the caller's CLI.
  - `$RES` - Plays the current result if it is a `.wav` file.
  - `$VAR` - Plays the variable as a list of digits.

Related links

Call variables on page 167

Chapter 22: User Variables

You can use the Voicemail Pro client to define the name and value of user variables. You can then use those user variables within any call flows.

User variables differ from call variables in that they are system wide values that can be shared between any calls while call variables are specific for each individual call.

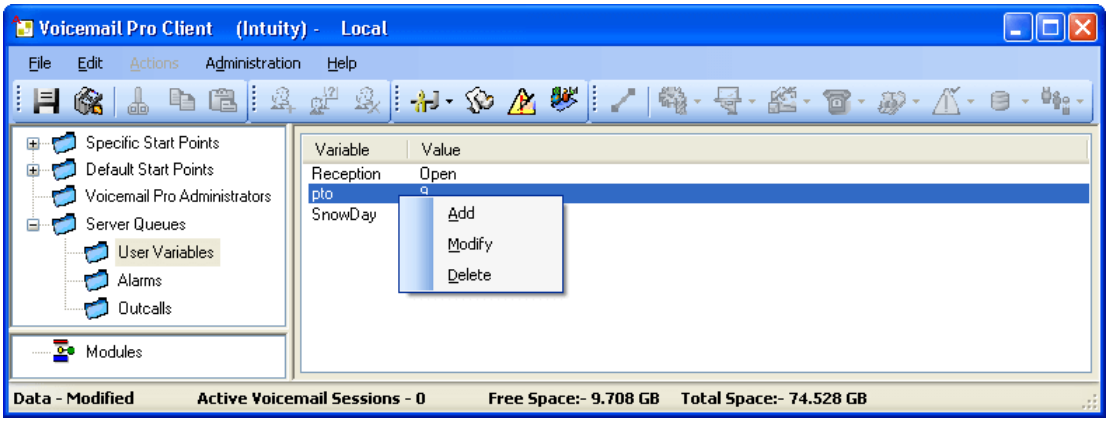
Related links

[Managing User Variables](#) on page 173
[Using user variables in call flows](#) on page 174
[Using a User Variable as a Call Variable](#) on page 174
[Branching a call flow using a variable](#) on page 175

Managing User Variables

About this task

By clicking on **User Variables** in the left hand navigation pane you can view all the user variables and their current values. This pane can also be used to add and modify the user variables including changing their values.



To add and delete user variables and to change the current value you can right-click on the variable and select the required option. For example select **Modify** to change the value.

Procedure

1. Click or press F8. The User defined variables window opens.
2. Click .

   The Add user defined variable window opens.
3. Type a name for your new variable.
4. Click **OK**.

Result

The new variable is added to the list.

Related links

User Variables on page 173

Using user variables in call flows

Once a user variable has been defined (see Managing User Variables on page 173), you can then use the user variables within any call flow actions.

- Within a call flow a **Set User Variable** action can be used to set or change the value of a user variable. This includes using the current value of a call variable to set as the new value for the user variable.
- Call flows can also be branched using a **Test User Variable** action to check the current value of the variable against a required value.
- The existing value of a user variable can also be obtained using the variable **$REG[name]** in call flows. This allows a user variable to be used in the same way as a call variable. For example, in a **Test Variable** action.

Related links

User Variables on page 173

Using a User Variable as a Call Variable

The variable `$REG[name]` can be used to access the current value of a user variable. For example, `$REG[UV1]` accessing the value of a user variable called `UV1`. Using the method above can be used to save this as a `$CP` value. For example, `CP2:$REG[UV1]`.

Related links

User Variables on page 173

Branching a call flow using a variable

About this task

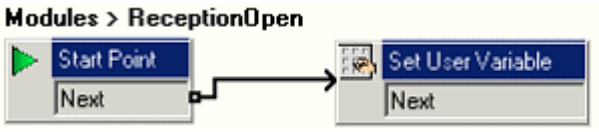
The **Test User Variable** action is used to branch call flow using a variable.

Procedure

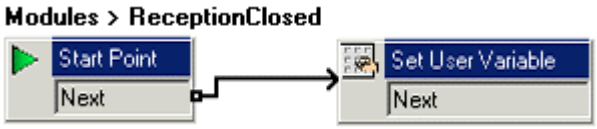
1. Add a variable called **Reception**.

   Two start points need to be created, one for indicating when the reception is open, the other for when the reception is closed. When completed the call flows will look similar to the examples shown.

   - Create a start point called **ReceptionOpen** and connect it to a **Set User Variable** action. The **Set User Variable** action is then configured to set the value of the user variable **Reception** to **Open**. Record a prompt for the action such as "Reception open".

   - Create a start point called **ReceptionClosed** and connect it to a **Set User Variable** action. The **Set User Variable** action is then configured to set the value of the user variable **Reception** assigned to **Closed**. Record a prompt for the action such as "Reception closed".

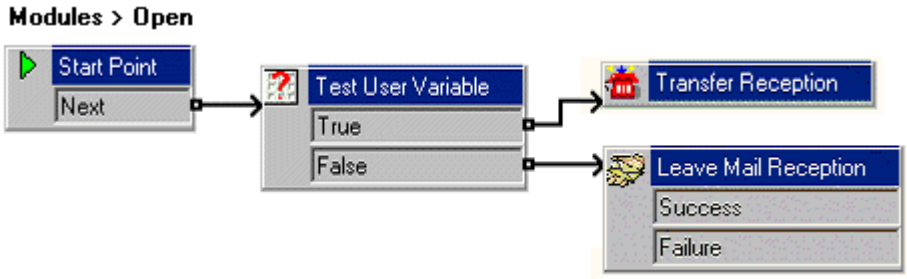
     

2. Create matching short codes for the modules on the telephone system. These allow the receptionist to simply set the reception to open or closed and hear a confirmation prompt when they do either.

Field	Enter	Enter
Code	*91	*92
Feature	Voicemail Collect	Voicemail Collect
Telephone Number	"ReceptionOpen"	"ReceptionClosed"
Line Group ID	0	0

3. For calls using another start point, you can now use the **Test User Variable** action to test whether the value of reception is open. The action has true and false results which you can

link to the appropriate following actions, for example transferring calls to the reception desk when reception is open, otherwise direct to the receptionist's mailbox.



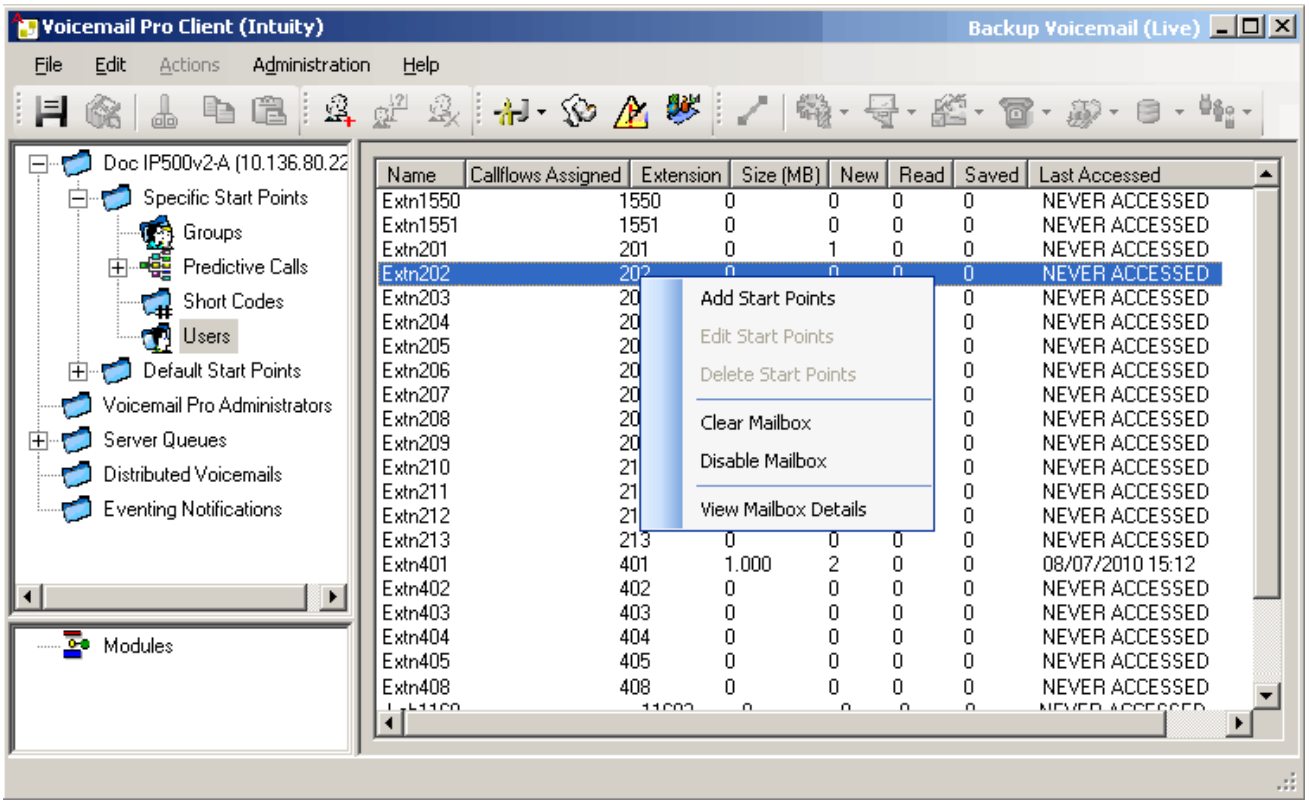
Related links

User Variables on page 173

Part 5: Mailbox Access and Control

Chapter 23: Mailbox management

When you click on **Users** or **Groups** in the left-hand navigation pane, the right-hand pane displays information about the user or group mailboxes.



The information can be sorted by clicking on the column headers. The information available is:

- **Name**: The user or group name used for the mailbox creation.
- **Callflows Assigned**: The customized call flows created for the mailbox.
- **Extension**: The associated extension number for the mailbox.
- **Size (MB)**: The current approximate size of the mailbox including all mailbox messages, recordings and prompts.
  - The maximum mailbox size is limited by the server to 60 minutes of storage. The voicemail server housekeeping preferences should be used to ensure that aging messages are automatically deleted as appropriate to the customer's business requirements.
- **New**: The number of new messages in the mailbox.

- **Read**: The number of read messages in the mailbox.
- **Saved**: The number of messages marked as saved in the mailbox.
- **Last Accessed**: The date and time the mailbox was last accessed.
- **Web Voicemail**: Whether the mailbox is accessible via UMS Web Voicemail and whether it is currently being accessed.
- **Unopened**: The number of messages in the mailbox that have never been opened. This is different from new as messages can be changed from being read or saved to being marked as new.
- **Exchange Messages**: Whether the mailbox is configured to forward messages to an exchange server e-mail account.

If you right-click a mailbox, a list of options are available:

- **Add Start Points/Edit Start Points/Delete**

  If the mailbox has any customized call flow start points setup, they are listed in the Callflows Assigned column. Use these options to add additional start points. A list of start point types is displayed which you can then select or deselect. Selecting an option will create a matching start point for the mailbox. Deselecting an option will delete the matching start point and any content.

- **Clear Mailbox**

  This option will reset the mailbox. All existing messages and recordings are deleted and any prompts such as the user name and greeting prompts. The mailbox password is not reset. This action is not applied to messages for users using an Exchange server as their message store.

- **Disable Mailbox**

  This option will stop the use of mailbox to receive messages. This includes the forwarding of messages to the mailbox and manual or automatic recording placing recordings into the mailbox. If you select this option, also disable the Voicemail On setting within the IP Office configuration to prevent IP Office from using the mailbox. This option does not affect any existing messages in the mailbox. Disabled mailboxes are listed as DISABLED in the Last Accessed column. See Disabling a Mailbox on page 182 .

- **View Mailbox Details**

  This option is available for user mailboxes. Use this option to view and edit various user mailbox settings including the user's alternate numbers, outcalling settings and personal distribution lists.

Related links

Personal distribution lists on page 180
Configuring a user's outcalling settings on page 181
Disabling a mailbox on page 182
Clearing a mailbox on page 183

Personal distribution lists

When sending or forwarding a voicemail message, Intuity mode mailbox users can use personal distribution lists as the destination.

Users can configure their distribution lists through the mailbox telephone user menus. Using Voicemail Pro, you can view and edit each user's distribution lists.

- Each user mailbox can have up to 20 distribution lists.
- Each list can contain up to 360 mailboxes
- Lists can be set as public or private.
  -
  - Only the mailbox user can use a private list.
  - Other mailbox user can use a public list, but they cannot modify it.

Related links

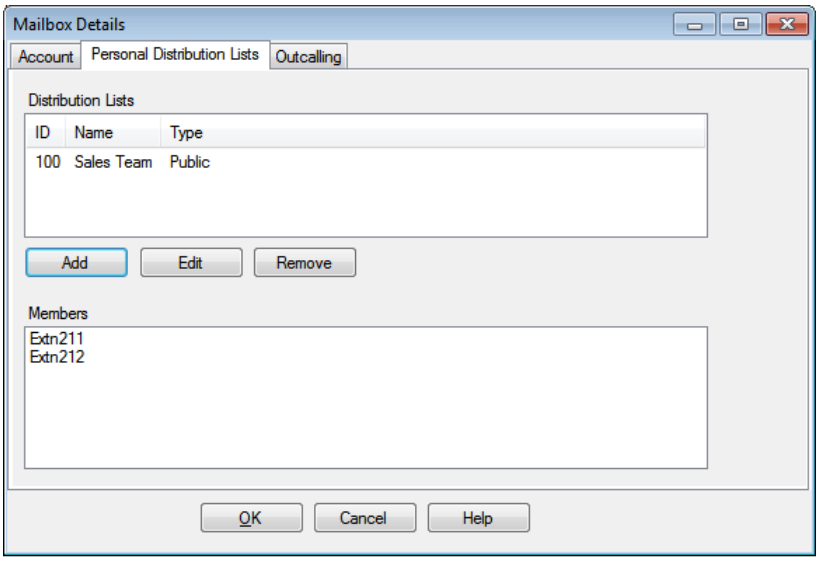
[Mailbox management](#) on page 178
[Configuring a user's distribution lists](#) on page 180

Configuring a user's distribution lists

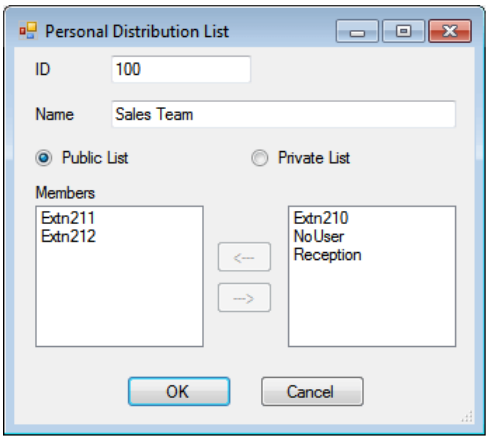
Procedure

1. Click on **Users** in the navigation pane.

   A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it.
3. Select the option **Mailbox Administration**.
4. Select the **Personal Distribution Lists** tab.



5. To show the mailboxes in an existing list click on the list.



   The existing members are shown in the bottom panel.

6. When adding or editing a list, you are prompted to specify the list name, type and members.

Related links

[Personal distribution lists](#) on page 180

Configuring a user's outcalling settings

About this task

Users can use outcalling to be called when they have a new voicemail message. See [Outcalling](#) on page 219.

Procedure

1. Click **Users** in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it.
3. Select **View Mailbox Details**.
4. Select the **Outcalling** tab.

Option	Description
The first drip-down menu sets when outcalling is used for the user:	
Disabled	Switch off outcalling for the user.
Enabled During Time Profiles	Use this option to specify a user specific time profile for outcalling.

Table continues…

Option	Description
Enabled During Peak Time	Use outcalling during the peak time period defined on the voicemail server.
Enabled During Prime Time	Use outcalling during the prime time period defined on the voicemail server.
Retry Times These settings control the number and frequency of outcalling attempts until successfully answered.	
System	Use the system retry settings configured on the voicemail server.
Personalized	Use the options below to configure user specific retry settings.
Number of Retries	Up to 10 retries can be specified.
Retry Intervals	These values set the interval between one notification attempt and the next (not including the actual outcalling ringing time for the outcalling destination). The first 5 retries can be given varying intervals between 0 and 60 minutes. To change a value click on it and enter the new value. When more than 5 retries are selected, the default value is used for all retries after the fifth retry.
Escalation List An escalation list can be used as the destination for an outcalling attempt. The list can contain up to 9 entries selected from the user's account settings. The same number can be used more than once if required. For each number in the list you can set how long it should be rung and also the delay before trying the next number in the escalation list. If multiple retries have been configured, the full escalation list must be completed before the next retry begins.	
Destination	The selected destinations. The user can set the destinations through their mailbox. Administrators can view and edit those destinations. See Mailbox management on page 178.
Timeout (secs)	The timeout applied to each individual outcalling attempt to the destination.
Delay (mins)	The minimum delay applied before any following outcalling attempt.

Related links

Mailbox management on page 178

Disabling a mailbox

About this task

By default, Voicemail Pro automatically creates a voicemail mailbox for each user and hunt group in the IP Office configuration. It is also defaulted to use voicemail to record a message if a user

or hunt group call is not answered. There are a number of ways that use of voicemail to record messages can be disabled if it is not required for a particular user or hunt group. These are:

- **Disabling IP Office Using a Mailbox for Unanswered Calls**: Within the IP Office configuration, each user and hunt group has a Voicemail On setting. When enabled, IP Office will use voicemail to record a message if a call is not answered. Disabling this option stops the IP Office from using the mailbox to record messages for unanswered calls, instead calls continue ringing. Other voicemail users can still manually forward callers and messages to the mailbox.
  - IP Office users can change their Voicemail On settings themselves by dialing short codes (*18 for on, *19 for off) or through one-X Portal for IP Office.
- **Intuity Accept Call Answer**: If the voicemail server is set to Intuity mode, users can set their mailbox to no longer accept calls using the Accept call answer setting (select 5, 7, 1 after logging into the mailbox). Callers directed to the mailbox by IP Office hear “Sorry, the mailbox you have reached is no accepting messages at this time. Please disconnect”.
- **Customized Leave Mail**: A customized call flow can be setup for a user or group's Leave start point (or all users and groups using the Default Start Points). That call flow can direct redirect messages to another mailbox or a range of other actions. The Collect start point can also be customized.
- **Voicemail Server Disable Mailbox**: All operation and usage of a mailbox can be disabled on the voicemail server.

Procedure

1. Click on **Users** in the Navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it.
3. Select **Disable Mailbox**.
   - Alternatively select **Mailbox Administration** and on the **Account** tab, select or deselect the **Enable** option to enable or disable the mailbox.

Related links

Mailbox management on page 178

Clearing a mailbox

About this task

Clearing a mailbox removes all messages, recordings, prompts and greetings. Note that messages are not cleared for users using Outlook 2007 as their message store. To clear a mailbox:

Procedure

1. Click on **Users** in the Navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.

2. Locate the user mailbox and right-click on it.
3. Select the **Clear Mailbox** option.

Related links

Mailbox management on page 178

Chapter 24: Message waiting indication

By default, messaging waiting indication (MWI) is sent to the user's extension each time they receive a new message in their mailbox. Additional methods for receiving message waiting indication can be added using the following processes.

Related links

[Configuring other user MWI](#) on page 185
[Configuring hunt group message waiting indication](#) on page 186
[Configuring system conference MWI](#) on page 187

Configuring other user MWI

About this task

By default a user only receives message waiting indication (MWI) for their own mailbox. However, message waiting indication for another user's mailbox can be configured.

Depending on the type of telephone or IP Office application they are using, users who receive other user message waiting indication can choose any of the following methods to collect messages. Note that if not configured as a trusted source for that other user's mailbox, the user will have to enter the mailbox password for that mailbox when accessing it.

- **Visual Voice:** On telephone that support Visual Voice, the user name is shown along with the number of new messages. Press the display button to access the user mailbox.
- **one-X Portal for IP Office/User Portal:** Using these applications, the other user name and number of new messages is displayed in the Messages gadget. Use the Messages gadget to access the group mailbox.

Procedure

1. Use IP Office Manager to receive the configuration of the IP Office system.
2. Click **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Click **Add**.
5. In the **Source Number** field, enter `U` followed by the user name or extension.
6. Click **OK**.
7. Click to merge the configuration change back to the IP Office.

Related links

Message waiting indication on page 185

Configuring hunt group message waiting indication

About this task

By default no message waiting indication (MWI) is provided for hunt groups. If required indication can be enabled for specific users including users who do not belong to the hunt group.

If the user is not a member of the hunt group, a voicemail code is also required. This is entered in the **Voicemail Code** field on the **Group** > **Voicemail** tab in the IP Office's configuration. Alternatively the user can be made a member of the group but have their membership set to disabled. This provides them access to the group mailbox without receiving group calls.

Depending on the type of telephone or IP Office application they are using, users who receive hunt group message waiting indication can choose any of the following methods to collect messages.

Method	Description
Visual Voicemail	If the user has visual voicemail on their phone, the name of the hunt group appears in the visual voice display along with the number of messages details.
one-X Portal for IP Office / **User Portal**	If the one-X Portal for IP Office or user portal application is used, the group name and number of new messages is displayed in the Messages gadget. Use the Messages gadget to access the group mailbox.
Voicemail Ringback	If a user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. Ringback for personal messages takes place before any ringback for new group messages.

Procedure

1. Open IP Office Manager.
2. Click **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Click **Add**.
5. In the **Source Number** field, enter `H` followed by the hunt group name.

   For example, to receive message waiting indication from a hunt group called **Main**, enter `HMain`.
6. Click **OK**.
7. Click to merge the configuration change back to the IP Office.

Related links

Message waiting indication on page 185
Hunt group voicemail on page 195

Configuring system conference MWI

About this task

System conferences can be configured to save conference recordings into a conference mailbox. In that case, selected users need to be configured to receive message waiting indication and be given access to the mailbox.

- **Visual Voice:** On telephone that support Visual Voice, the conference ID is shown along with the number of new messages. Press the display button to access the user mailbox.
- **one-X Portal for IP Office/User Portal:** Using these applications, the conference ID and number of new messages is displayed in the Messages gadget. Use the Messages gadget to access the group mailbox.

Procedure

1. Use IP Office Manager to receive the configuration of the IP Office system.
2. Click **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Click **Add**.
5. In the **Source Number** field, enter C followed by the system conference ID number.
6. Click **OK**.
7. Click to merge the configuration change back to the IP Office.

Related links

Message waiting indication on page 185

Chapter 25: User voicemail access

By default, users can dial *17 to access their voicemail from their own extensions. The controls available to the users then depend on which Default Telephony Interface mode the voicemail system is running: Intuity or IP Office.

Additional telephone access methods

The basic access from their own telephone can be enhanced or varied using the following options:

Method	Description
Using the Messages button on their telephone	If their extension is a trusted extension, they can access their messages without entering a voicemail code by pressing the Messages button. See Creating a Trusted Location on page 193.
Using a Voicemail Collect button	A button can be programmed for users to collect voice messages from their telephones. If their extension is a trusted extension, they can access their messages without entering a voicemail code See Giving Users Button Access to VoicemailAdding a voicemail collect button on page 190 .
Using Visual Voice	Users can be given a display menu to use for access to their mailboxes. The menu provides a user with options to listen to messages, send messages, and change the greetings and password. See Adding a voicemail collect button on page 190 .
Using a short code	Short codes can be created so the users can be given access to their mailboxes from locations other than their office desks. When they call the mailboxes, they will be prompted to enter their access codes. See Giving Users Access from Any Extension on page 192 and Voicemail Telephone Numbers on page 275.
Outcalling	Users can also receive notification of new voicemail messages at either their extensions or at other locations. To receive notification of new messages a user needs to configure the outcalling. See Outcalling on page 219 .

Application access

In addition to access via their telephone, the user may be able to access their messages using an IP Office supported application:

Method	Description
one-X Portal for IP Office	Using the voicemail profile in one-X Portal for IP Office application, a user can switch voicemail and voicemail ringback on/off. The one-X Portal for IP Office application also provides full visual access to a user's voicemail and the users can play back and control messages through their computer or phone. one-X Portal for IP Office users can also access their voicemail messages using the portal's Outlook Plugin.

Table continues…

Method	Description
User Portal	The IP Office user portal application allows users to access their voicemail messages and call recordings.
UMS Web Voicemail	Using this method, users can access their mailboxes using a web browser.
UMS IMAP E-mail Access	Using this method, users can access mailbox messages through an IMAP compatible e-mail program.
Outlook UMS	This option allows the user to see and playback their voicemail messages from Microsoft Outlook. It requires the business to use an Exchange server for their user emails.
Gmail UMS	This option allows the user to see and playback their voicemail messages using Google Gmail. This method requires the business to use Google Apps for Work.

Related links

Setting the mailbox password rules on page 189
Adding a voicemail collect button on page 190
Creating a Visual Voice Button on page 191
Giving Users Access from Any Extension on page 192
Giving Users Access from an External Location on page 192
Creating a Trusted Location on page 193

Setting the mailbox password rules

About this task

The IP Office system controls the rules applied to mailbox passwords. These are:

- Whether the password has a minimum length and what that length is.
- Whether complexity rules are applied when passwords are changed.

Note:

You can set and change (though not see) mailbox passwords through theIP Office system configuration. The passwords set there do not need to comply with the password enforcement rules. However, when changed by the user, the password enforcement rules are applied.

Procedure

1. Use IP Office Manager to receive the configuration of the IP Office system.
2. Select **System** and then select the **Voicemail** tab.

   Enforcement: Default = On

   When selected, the requirements for minimum password length and complexity below are applied when a user changes a mailbox password.

   - Minimum length: Default = 4

Sets the minimum password length allowed on password changes when Enforcement is selected.

- Complexity: Default = On

  When selected, the following complexity rules are applied to new mailbox passwords:

  - No forward (eg. 1234) or reverse (4321) sequence of numbers.
  - No repeated digits (eg. 1111).
  - No match to the extension number.

3. Click **OK**.
4. Click the icon to save any changes back to the IP Office system.

Related links

User voicemail access on page 188

Adding a voicemail collect button

About this task

Users can collect their voice messages from their extensions using a button programmed for voicemail collect. If the extension is a trusted extension, a user will not need to enter the voicemail code.

A button on the user's telephone will display the label **VMCol**. The extension number or voicemail code do not need to be entered if the extension is a trusted extension.

Procedure

1. Using IP Office Manager, receive the configuration from the IP Office system.
2. Click **User** to display the list of existing users.
3. Click the required user.
4. Click the **Button Programming** tab.
5. Click the button line that you want to change.
6. Right-click in the **Action** field.
7. Select **Advanced** > **Voicemail** > **Voicemail Collect** .
8. Click **OK** to save the button details for the selected user.
9. Repeat for any other users.
10. Click to merge the changes back to the IP Office system.

Related links

User voicemail access on page 188

Creating a Visual Voice Button

About this task

Visual voice uses the display on the user's phone to display the number of messages and to access functions such as changing their password.

- By default, the MESSAGES button on telephones is set to launch Visual Voice. On systems configured that way, the user does not need a specific Visual Voice button configured on their telephone.
- For user's whose phone does not have a Messages button and or when the above option is not enabled, a programmable button for the Visual Voice can be created using the process below.
- If the user is configured to receive message waiting indication from another user or hunt group mailbox, that information is includes in their Visual Voice display. It is also possible to configure a Visual Voice button directly to a specific user or hunt group mailbox in order to receive message waiting indication on that button and access that mailbox using the button.

Procedure

1. Start IP Office Manager and receive the IP Office configuration.
2. Click **User** to display the list of existing users.
3. Click the required user.
4. Click the **Button Programming** tab.
5. Click the button line that you want to change.
6. Right-click in the **Action** field.
7. Select **Emulation** > **Visual Voice**.
   - To create a button for the user's own mailbox (and any for which they receive message waiting indication), leave the **Action Data** field blank.
   - To create a button for another user or hunt group mailbox, select the user or hunt group in the **Action Data** field.
8. Click **OK** to save the button details for the selected user.
9. Repeat for any other users.
10. Click to save the changes back to the IP Office system.

Related links

User voicemail access on page 188

Giving Users Access from Any Extension

Access to mailboxes from any extension can be given is several ways. Note however that both methods below will only work if either the mailbox has a voicemail code set or the number from which the call is being made is set as a trusted source for that mailbox.

Give a user access from any extension

To enable users to log in to their voicemail from any extension, set up short codes and associate them with the users' extension numbers. For example, if the short code *90 is associated with the user extension 201, the user can dial *90 from any extension and enter the voicemail code to access the voicemail messages.

1. Open IP Office Manager.
2. Set up a short code, for example *90.

Field	Contains
Code	*90
Feature	Voicemail Collect
Telephone Number	"?Extn201"
Line Group ID	0

Give all users access from any extension

To give all users access to voicemail from any extension you can use an anonymous short code. When a user dials the short code, from any extension, they will be prompted for the mailbox number required and then the voicemail code of that mailbox.

1. Open IP Office Manager.
2. Set up a short code, for example *98.

Field	Contains
Code	*98
Feature	Voicemail Collect
Telephone Number	"?Anonymous"
Line Group ID	0

Related links

User voicemail access on page 188

Giving Users Access from an External Location

About this task

If users need to access their voicemail messages when they are away from the office, you can set up an Incoming Call Route in IP Office Manager with the destination as Voicemail. See the IP Office Manager help or guide.

Procedure

1. Open IP Office Manager
2. In the Navigation pane, click **Incoming Call Route** and add a new call route.
3. In the destination field, select the option **Voicemail**.

   When an incoming call is matched the call is passed to voicemail to enable remote mailbox access. Callers are asked to enter the extension ID of the mailbox required and then the mailbox access code.
4. Click **OK** to save the changes.
5. Click to merge the configuration back to the IP Office.

Related links

User voicemail access on page 188

Creating a Trusted Location

About this task

If a user regularly accesses their mailbox from another extension or from a number that presents a CLI, such as a mobile or home number, that location can be set a trusted location. In that case, the user is no longer prompted to enter their password.

By default a user's own extension is already configured as a trusted location. That setting should be removed if the mailbox should always prompt the user for their password.

Procedure

1. Using IP Office Manager, receive the configuration from the IP Office system.
2. Click **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Add or delete the source numbers prefixed with V.
   - **User's own extension number**: For example, a user whose extension number is 214 wants to be able to access voicemail messages without entering the voicemail code. A source number V214 would be entered.
   - **Other user extension numbers**: For example, a user whose extension is 214 wants to be able to access voicemail messages from extension 204. A source number V204 would be entered. From then on when the user of extension 214 dials a short code from extension 204, system will not prompt the user for the voicemail code. For Intuity mode, trusted location only works for mailbox access via programmable buttons set to Voicemail Collect and for Visual Voice.
   - **External telephone numbers**: Add a V source number containing the external telephone number. For example, V01923 38383 would be entered if the external number was 01923 38383. When users dial the number set up as the Incoming Call Route to

Voicemail from the "trusted location", they will not be prompted for their voicemail code. See Giving Users Voicemail Access from an External Location on page 192 . For Intuity mode, trusted location only works for mailbox access via programmable buttons set to Voicemail Collect and for Visual Voice.

5. Click **OK** to save the changes.
6. Click to merge the configuration back to the IP Office.

Related links

User voicemail access on page 188

Chapter 26: Hunt group voicemail

Hunt groups must first be set up in IP Office. You can then use Voicemail Pro to configure the way in which voicemail works for a hunt group. Voicemail provides a number of services for hunt groups.

- **Announcements**

  If a caller is waiting to be answered, queuing or the hunt group is in out-of-hours mode, voicemail server can provide appropriate greetings to callers. These greetings can be changed through the normal mailbox controls. For details, mailbox users can refer *Avaya IP Office Mailbox User Guide* or *Avaya IP Office Intuity Mailbox Mode User Guide*. See Out of hours operation on page 199 and Configuring announcements on page 200 .

  - Using Voicemail Pro, queued callers can customize the actions available to them as well as the greeting messages.
  - Voicemail Pro does not control the queuing of calls. Queuing is controlled by the IP Office switch that presents queued and still queued calls at the appropriate times and provides the queue position and ETA data.

- **Messaging**

  If voicemail for a hunt group is on (the IP Office default), calls to the hunt group are automatically routed to voicemail if all available extensions have been called for a number of seconds. The default time setting is 45 seconds. See Configuring hunt group voicemail on page 196.

- **Message Waiting Indication**

  By default there is no indication on the handset when a hunt group mailbox contains messages and no direct access method to a hunt group mailbox.

  - For hunt group members to receive message indication, an appropriate H source number entry needs to be added. See Configuring Hunt Group Message Waiting Indication on page 186.
  - For access by other users an access short code can be used. See Enabling Access to Hunt Group Voicemail with a Short Code on page 198 .

Related links

Configuring hunt group voicemail on page 196
Configuring hunt group message waiting indication on page 186
Configuring group broadcast on page 197
Using a Short Code to Collect Voicemail on page 198
Out of hours operation on page 199
Configuring announcements on page 200
Recording announcements on page 201

Customizing announcements on page 201
Configuring queuing for a hunt group on page 202
Customize a hunt group call flow on page 203

Configuring hunt group voicemail

About this task

Calls are sent to the mailbox when voicemail is set as the group's fallback destination and the call has exceeded the group's no answer time.

Caution:

- Mailboxes are created based on the unique group name within the IP Office configuration. Changing a group's name associates that group with a new mailbox. If it is necessary to change a group name, ensure that users have played and deleted all group messages first. If a group name is changed without clearing the original mailbox, you must create a short code based on the old group name in order to access the old mailbox.

Procedure

1. Open IP Office Manager.
2. In the navigation pane, click **Group** and select the required group.
3. Click on the **Fallback** tab.
4. Set the **Group No Answer Time** to the required number of seconds after which unanswered calls should be redirected to the group's no answer destination.
5. Set the **Group No Answer Destination** to **Voicemail**.
6. Click the **Voicemail** tab.
7. Change the fields as appropriate.
8. Click **OK**.
9. Save the configuration changes back to the system.

Related links

Hunt group voicemail on page 195

Configuring hunt group message waiting indication

About this task

By default no message waiting indication (MWI) is provided for hunt groups. If required indication can be enabled for specific users including users who do not belong to the hunt group.

If the user is not a member of the hunt group, a voicemail code is also required. This is entered in the **Voicemail Code** field on the **Group** > **Voicemail** tab in the IP Office's configuration. Alternatively the user can be made a member of the group but have their membership set to disabled. This provides them access to the group mailbox without receiving group calls.

Depending on the type of telephone or IP Office application they are using, users who receive hunt group message waiting indication can choose any of the following methods to collect messages.

Method	Description
Visual Voicemail	If the user has visual voicemail on their phone, the name of the hunt group appears in the visual voice display along with the number of messages details.
one-X Portal for IP Office / **User Portal**	If the one-X Portal for IP Office or user portal application is used, the group name and number of new messages is displayed in the Messages gadget. Use the Messages gadget to access the group mailbox.
Voicemail Ringback	If a user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. Ringback for personal messages takes place before any ringback for new group messages.

Procedure

1. Open IP Office Manager.
2. Click **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Click **Add**.
5. In the **Source Number** field, enter `H` followed by the hunt group name.

   For example, to receive message waiting indication from a hunt group called **Main**, enter `HMain`.
6. Click **OK**.
7. Click to merge the configuration change back to the IP Office.

Related links

Message waiting indication on page 185
Hunt group voicemail on page 195

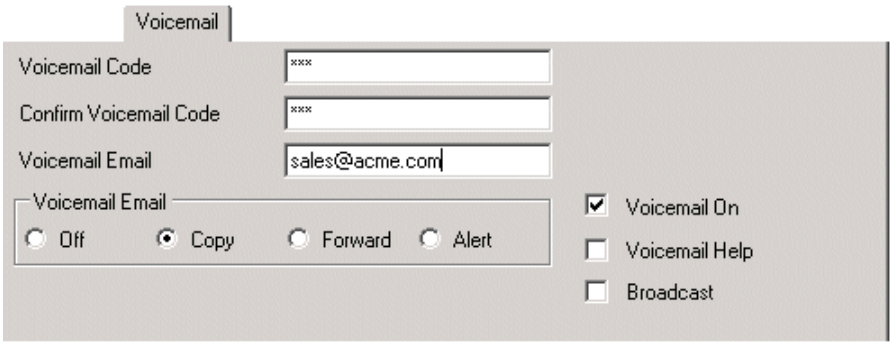
Configuring group broadcast

About this task

If the **Broadcast** option is enabled, a message for a hunt group is copied to the individual user mailboxes of each hunt group member and then deleted from the group mailbox. Broadcast is not applied to recording made using a **Voice Question** action.

Procedure

1. Open IP Office Manager.
2. Click **Group** and select the required group.



3. Click the **Voicemail** tab.
4. Check **Broadcast**.
5. Click **OK**.
6. Click to merge the configuration change back to the IP Office.

Related links

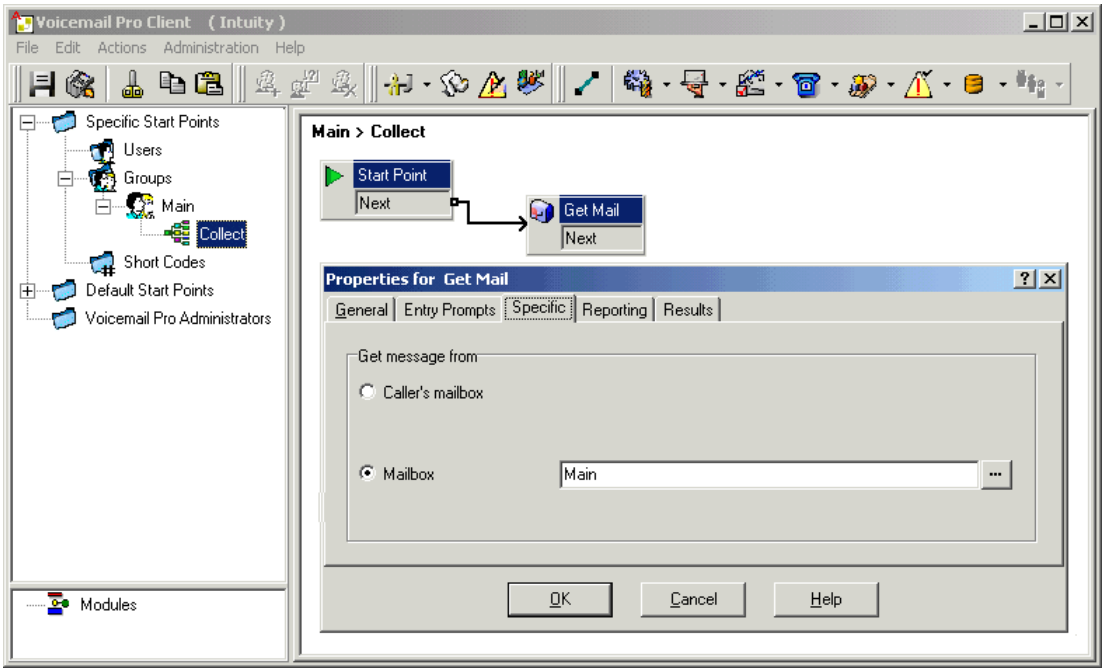
Hunt group voicemail on page 195

Using a Short Code to Collect Voicemail

To access messages for a hunt group, a short code can be created. For example, for a group called Main a short code can be added with the following properties.

Field	Contains
Code	*99
Feature	**Voicemail Collect**
Telephone Number	"?Main"
Line Group ID	0

For systems running in Intuity mode, the above will work only if the user is a member of the group and a custom call flow has also been set up for the collect start point to that hunt group.



Members of the hunt group Main can now dial *99 from their own extensions to access hunt group messages. In IP Office mode, to use this short code for access from an extension that is not a member of the hunt group, a voicemail code should be configured for the group.

Related links

Hunt group voicemail on page 195

Out of hours operation

Voicemail provides a number of greetings for groups. One of these is an Out of Hours Greeting. Through IP Office Manageror using a short code a hunt group can be taken in or out of service. When the group is Out of Service, callers are played the group's "Out of Hours" greeting and can then leave a message. Alternatively, if an Out of Service Fallback Group has been configured, callers are passed to that group. Similarly, a group can be taken in or out of Night Service by using Manager, short codes or an associated time profile. When the group is in Night Service, callers are played the group's "Out of Hours" greeting and can then leave a message. Alternatively, if an Out of Hours Fallback Group has been configured, callers are passed to that group.

Related links

Hunt group voicemail on page 195

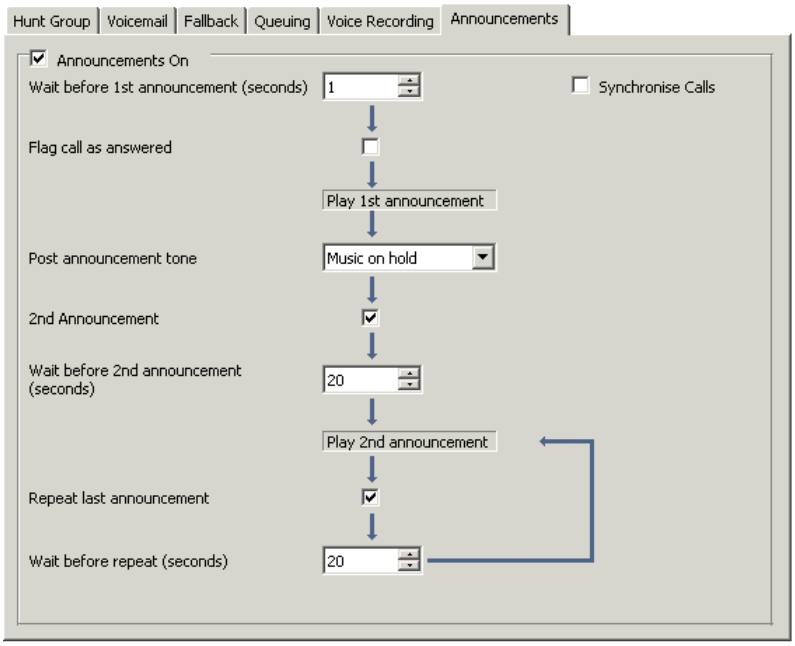
Configuring announcements

About this task

When a caller is waiting to be answered or queuing, announcements can be played to the caller. The announcements are activated in IP Office Manager. The standard announcement used is “I am afraid all the operators are busy at the moment but please hold and you will be transferred when somebody becomes available.” This can be replaced by separate recordings for the 1st and 2nd announcements if required (see Recording announcements on page 201) or by custom call flows (see Customizing Announcements on page 201). For enabling announcements:

Procedure

1. Open IP Office Manager and receive the configuration from the IP Office system.
2. Click **Group** and select the hunt group.
3. View the **Announcements** tab.
4. Check **Announcements On**. Announcements will be played to a caller who is in a queued or waiting for the hunt group.



5. Configure the announcements operation as required.
6. Click **OK** to save the changes.
7. Click to merge the configuration back to the IP Office.

Related links

Hunt group voicemail on page 195

Recording announcements

The standard announcement used is "I am afraid all the operators are busy at the moment but please hold and you will be transferred when somebody becomes available." This can be replaced in a number of ways, depending on the (incomplete information).

The maximum length for announcements is 10 minutes. New announcements can be recorded using the following methods:

- **Voicemail Pro - IP Office Mode**

  Access the hunt group mailbox and press 3. Then press either 3 to record the 1st announcement for the hunt group or 4 to record the 2nd announcement for the hunt group.

- **Voicemail Pro - Intuity Emulation Mode**

  There is no default mechanism within the Intuity telephony user interface to record hunt group announcements. To provide one a custom call flow containing an Edit Play List action should be used. In the file path enter `[GREETING]\<hunt_group_name>_Queued or [GREETING]\<hunt_group_name>_StillQueued. where<hunt_group_name>` is replaced by the hunt group name.

  - `[GREETING]` is a variable that points to the current location of the voicemail servers greeting folder (by default `/opt/vmpro/VM/Greetings.`

Related links

Hunt group voicemail on page 195

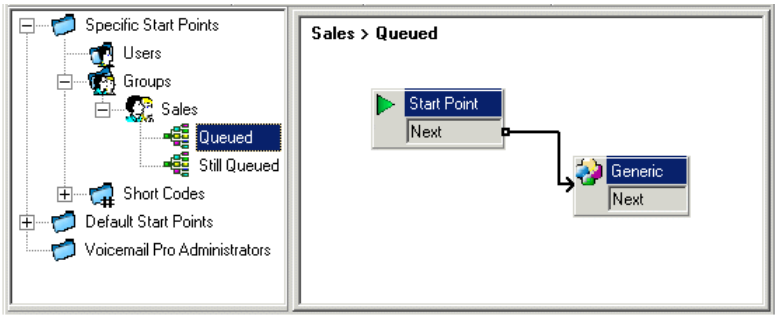
Customizing announcements

About this task

The announcements and actions provided to a caller can be customized using the **Queued** and **Still Queued** start points.

- The **Queued** start point replaces the default Announcement 1.
- The **Still Queued** start point replaces the default Announcement 2.

  It is important to note that unconnected results in **Queued** and **Still Queued** call flows will return the caller to the queue rather than disconnect them. An attempt to return the caller using a Transfer or similar action places the caller at the back of the queue as a new call.



- Do not use customized start point call flows for **Queued** and **Still Queued** if the Synchronize Calls option is enabled for the hunt group in the IP Office configuration. In such a case, the only option that Voicemail Prosupports is the playing of prompts.

To customize announcement 1 for a specific group:

Procedure

1. In the Start Points Navigation pane, select **Groups**. If necessary add a **Queued** start point for the required group.
2. Select the group's **Queued** start point.
3. Add the required actions to the call flow and link them. To just play a message use a Generic action.
   - Do not use customized start point call flows for **Queued** and Still Queued if the Synchronize Calls option is enabled for the hunt group in theIP Office configuration. In such a case, the only option that Voicemail Prosupports is the playing of prompts.
4. Double on the actions added and on the **Entry Prompts** tab add the prompts required using the **Wave Editor**.
5. Click **OK** to save the changes.
6. Click **Save and make live**
7. Any caller queuing for the selected group will hear the new announcement when they first join the queue.

Next steps

To customize announcement 2 for a specific group:

As above but use the **Still Queued** start point.

Related links

Hunt group voicemail on page 195

Configuring queuing for a hunt group

About this task

If hunt group queuing options are enabled, a call will be held in a queue when all available extensions in the hunt group are busy. Using Voicemail Proyou can define custom actions and prompts for the queuing sequence.

- The Still Queued message is not played if the hunt group name exceeds 13 characters.

Procedure

1. Open IP Office Manager.
2. Click **Group** and select the hunt group.

3. View the **Queuing** tab.

Option	Description
Queuing On	If selected, queuing will be available for the hunt group.
Queue Length	This feature sets the number of calls that will be held in the queue at any one time. If this number is exceeded the caller will receive the busy tone or be passed to voicemail.
Normalize Queue Length	This facility selects whether to include calls that are ringing but not answered in the queue length.

When queuing is selected, announcements can be played to the queued caller. See Configuring announcements on page 200.

Related links

Hunt group voicemail on page 195

Customize a hunt group call flow

Using Voicemail Pro, you can customize the queuing operation through the use of **Queued** and **Still Queued** start points, either specific to a particular hunt group or default for all groups. The **Queue ETA** and **Queue Position** actions can be used to provide callers with queue information and then place them back in the queue.

Within a **Queued** or **Still Queued** start points call flow, the default action for any unlinked results is to place the caller back in to the queue rather than disconnect the caller.

- **Incoming Call Route 'Priority'**:

  The IP Office supports a configurable Priority setting (1, 2 or 3) on Incoming Call Routes. Calls assigned a high priority are moved up any call queue ahead of those with a lower priority. The use of this feature is not compatible with Queue ETA and Queue Position messages as the spoken queue positions and ETA for some callers may be overridden by calls with a higher priority. For example, a caller might hear that their queue position is 5. If a call is received on an Incoming Call Route with a higher priority, the next time the queue position is heard their queue position could be 6, further back in the queue.

- **Synchronized Announcements**:

  If the option **Synchronize Calls** is enabled for the hunt group announcements within the IP Office configuration, actions other than speaking recorded prompts are not supported in custom **Queued** and **Still Queued** start points.

Further customization can be applied using actions such as a Menu action to let the caller select, for example, to leave a message, be transferred to another number or return to the queue. The variables `$QTIM` and `$POS` can be used to further customize the **Queued** and **Still Queued** call flows. The importance of these variables is that, instead of or in addition to customizing the queue call flow for all queued callers, you can customize the actions for callers whose ETA or position match selected criteria.

Variable	Description
$QTIM	Queued callers estimated time to answer. If used in a prompt list, will speak the callers' estimated time to answer (ETA). For example, “Your estimated time to answer is 5 minutes.” If used elsewhere, such as in a condition, returns the ETA in minutes as a simple numeric value.
$POS	Queued callers queue position. If used in a prompt list, will speak the caller's queue position, for example, “You are in queue position 2.” If used elsewhere, such as in a condition, returns the caller's queue position as a numeric value.
$TIMEQUEUED	Holds the length of time, in seconds, that the call has been part of a particular hunt group queue. Only available when using **Queued** and **Still Queued** start points.
$TIMESYSTEM	Holds the length of time, in seconds, since the call was presented to the IP Office system.

Related links

[Hunt group voicemail](#) on page 195

Chapter 27: Mailbox access methods

Mailbox owners can access their mailbox and messages in a number of ways:

Method	Description
IP Office Mailbox Mode	Voicemail Pro can also be set to run in this mode rather than Intuity emulation mode.
Intuity Mailbox Mode	This is the default mode for Voicemail Pro. It provides through a series of spoken prompt menus an IP Officeemulation of many of the Avaya Intuity features.
Visual Voice	This is a system of display menus rather than spoken prompts that can be used to access a mailbox.
one-X Portal for IP Office	Using the voicemail profile in one-X Portal for IP Office application, a user can switch voicemail and voicemail ringback on/off. The one-X Portal for IP Office application also provides full visual access to a user's voicemail and the users can play back and control messages through their computer or phone. one-X Portal for IP Office users can also access their voicemail messages using the portal's Outlook Plugin.
UMS Web Voicemail	Using this method, users can access their mailboxes using a web browser.
UMS IMAP E-mail Access	Using this method, users can access mailbox messages through an IMAP compatible e-mail program.
Outlook UMS	This option allows the user to see and playback their voicemail messages from Microsoft Outlook. It requires the business to use an Exchange server for their user emails.
Gmail UMS	This option allows the user to see and playback their voicemail messages using Google Gmail. This method requires the business to use Google Apps for Work.

Related links

Short code controls on page 206
Intuity mode on page 206
IP Office mode on page 208
one-X portal for IP Office on page 208
Visual voice on page 210
Visual voice controls on page 211
UMS IMAP on page 212
Gmail UMS on page 213
Outlook UMS on page 214

Short code controls

The following default IP Office short codes can be dialed by any user from their own extension. There short code and others are configured on the IP Office telephone system. Refer to the Administering Avaya IP Office™ Platform with Web Manager documentation for details of editing the available short codes.

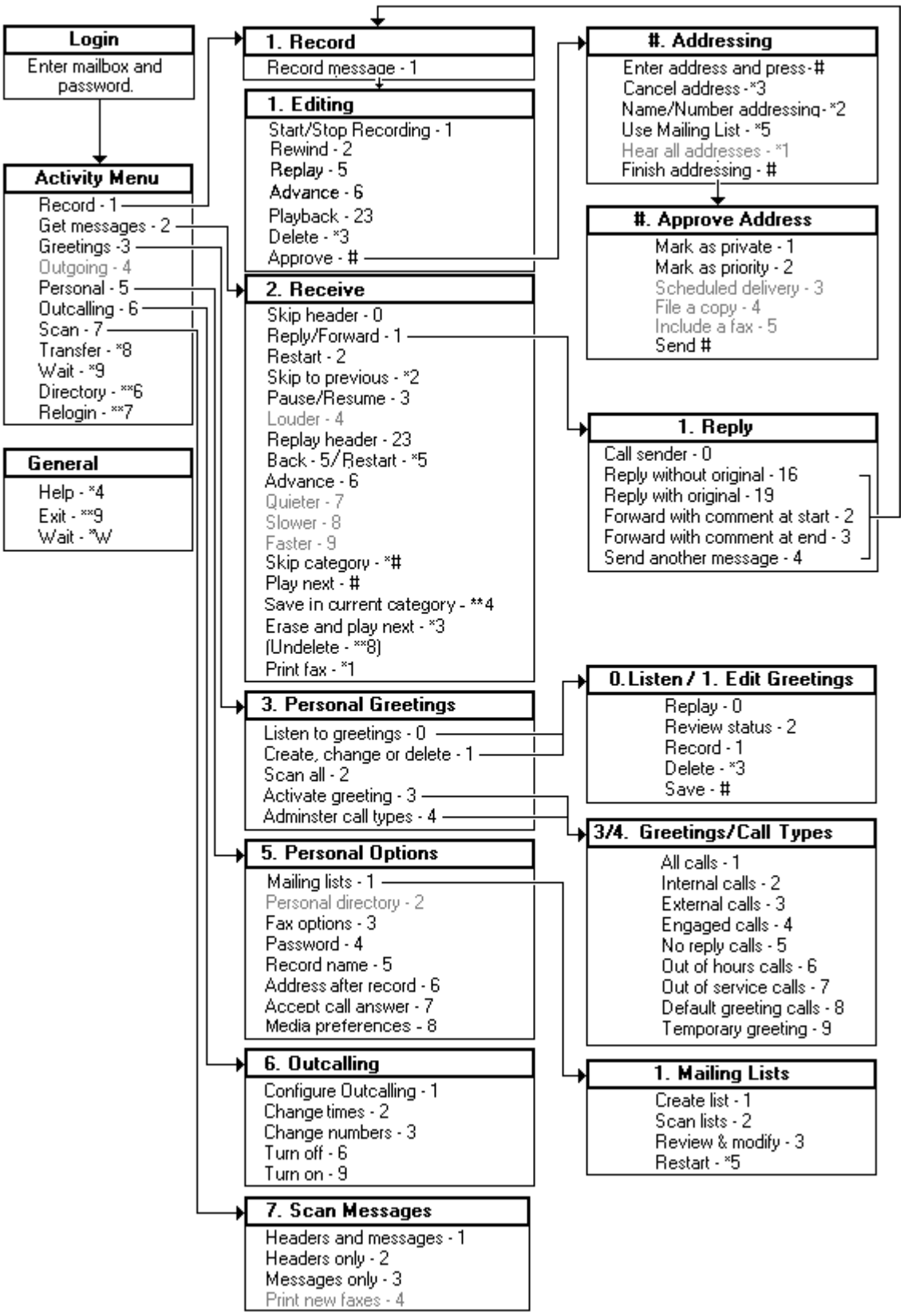
- *17 - Collect Messages: Access their mailbox from their own extension.
- *18 - Voicemail on / *19 - Voicemail off: When on, the IP Office telephone system will use voicemail as the destination for unanswered calls.
- *48 - Turn voicemail ringback on / *49 - Turn voicemail ringback off: When on, if the user has a new message, the voicemail server will call the user's extension whenever the extension changes from off-hook to on-hook. The voicemail server will not ring the extension more than once every 30 seconds.
- *01 - Sets the Voicemail E-mail mode to Forward
- *02 - Sets the Voicemail E-mail mode to Alert
- *03 - Sets the Voicemail E-mail mode to Off

Related links

Mailbox access methods on page 205

Intuity mode

The following is a summary of the controls available when the voicemail server is set to run in Intuity emulation mode. The options that are shown in gray are not supported by IP Office Intuity emulation. For details, refer to the Using a Voicemail Pro Intuity Mode Mailbox user guide.

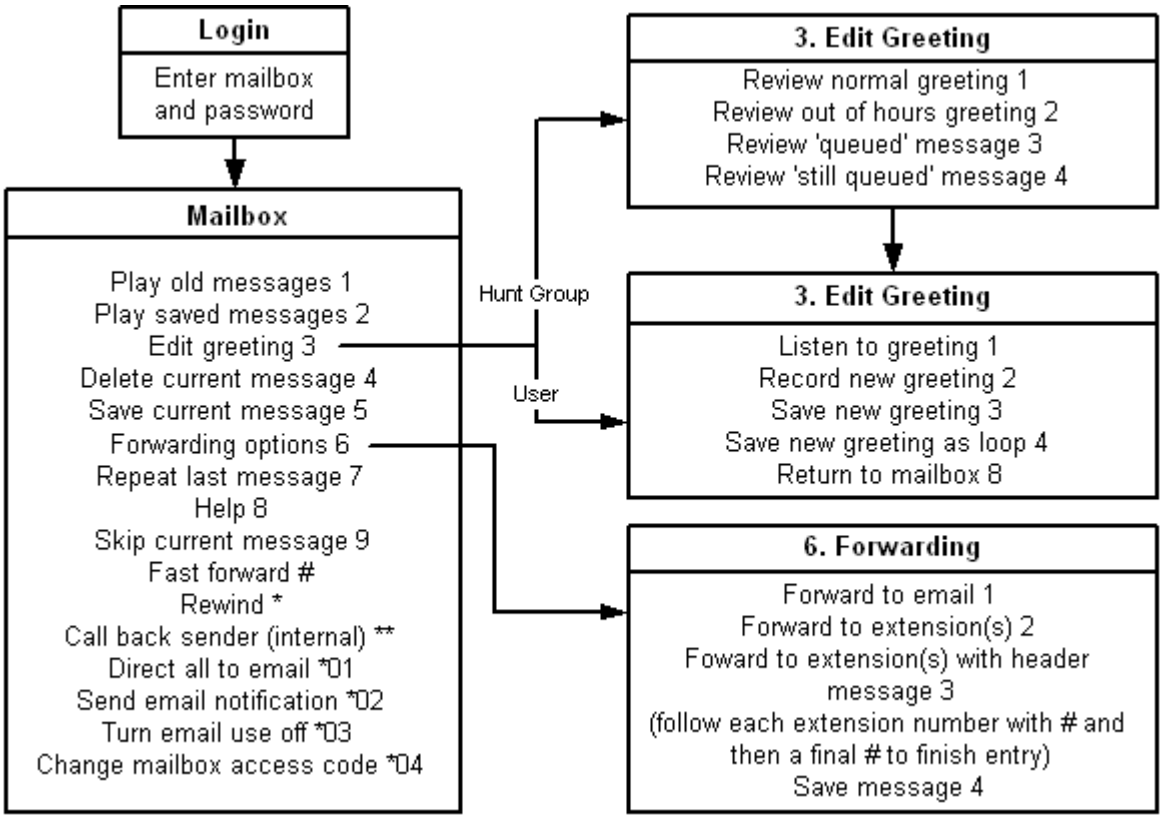

Login
Enter mailbox and password.
Activity Menu
Record - 1
Get messages - 2
Greetings -3
Outgoing - 4
Personal - 5
Outcalling - 6
Scan - 7
Transfer - *8
Wait - *9
Directory - **6
Relogin - **7
General
Help - *4
Exit - **9
Wait - *W
1. Record
Record message - 1
1. Editing
Start/Stop Recording - 1
Rewind - 2
Replay - 5
Advance - 6
Playback - 23
Delete - *3
Approve - #
2. Receive
Skip header - 0
Reply/Forward - 1
Restart - 2
Skip to previous - *2
Pause/Resume - 3
Louder - 4
Replay header - 23
Back - 5/Restart - *5
Advance - 6
Quieter - 7
Slower - 8
Faster - 9
Skip category - *#
Play next - #
Save in current category - **4
Erase and play next - *3
(Undelete - **8)
Print fax - *1
3. Personal Greetings
Listen to greetings - 0
Create, change or delete - 1
Scan all - 2
Activate greeting - 3
Adminster call types - 4
5. Personal Options
Mailing lists - 1
Personal directory - 2
Fax options - 3
Password - 4
Record name - 5
Address after record - 6
Accept call answer - 7
Media preferences - 8
6. Outcalling
Configure Outcalling - 1
Change times - 2
Change numbers - 3
Turn off - 6
Turn on - 9
7. Scan Messages
Headers and messages - 1
Headers only - 2
Messages only - 3
Print new faxes - 4
#. Addressing
Enter address and press - #
Cancel address - *3
Name/Number addressing - *2
Use Mailing List - *5
Hear all addresses - *1
Finish addressing - #
#. Approve Address
Mark as private - 1
Mark as priority - 2
Scheduled delivery - 3
File a copy - 4
Include a fax - 5
Send #
1. Reply
Call sender - 0
Reply without original - 16
Reply with original - 19
Forward with comment at start - 2
Forward with comment at end - 3
Send another message - 4
0.Listen / 1. Edit Greetings
Replay - 0
Review status - 2
Record - 1
Delete - *3
Save - #
3/4. Greetings/Call Types
All calls - 1
Internal calls - 2
External calls - 3
Engaged calls - 4
No reply calls - 5
Out of hours calls - 6
Out of service calls - 7
Default greeting calls - 8
Temporary greeting - 9
1. Mailing Lists
Create list - 1
Scan lists - 2
Review & modify - 3
Restart - *5

Related links

Mailbox access methods on page 205

IP Office mode

The following is a summary of the controls available when the voicemail server is set to run in IP Office emulation mode. For details, refer to the Using IP Office Embedded Voicemail IP Office Mode user guide.



Related links

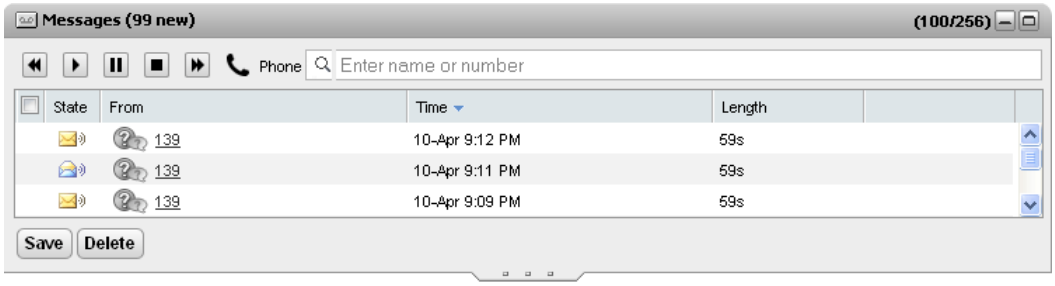
Mailbox access methods on page 205

one-X portal for IP Office

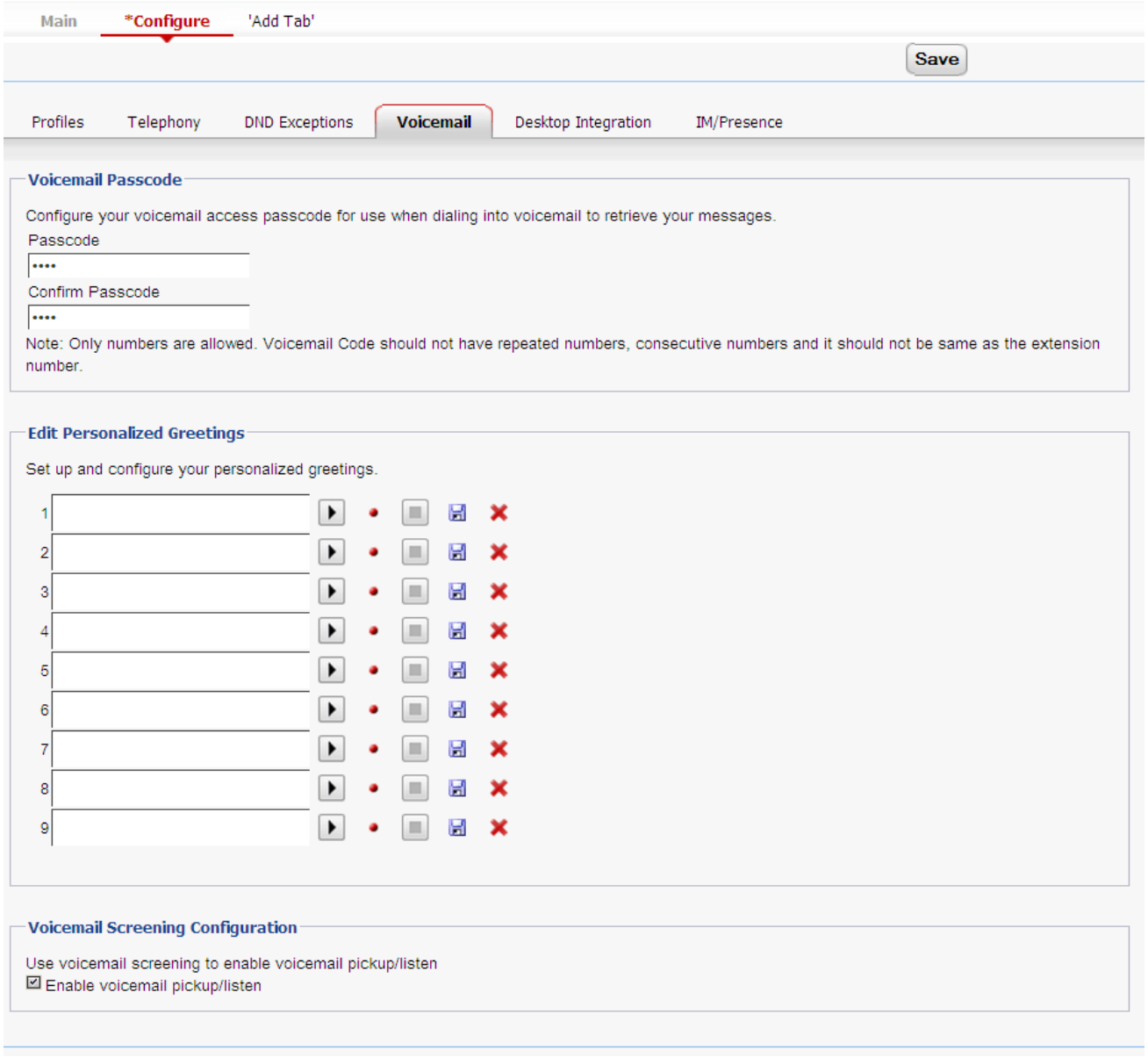
The one-X Portal for IP Office application provides a number of features relevant to Voicemail Pro. For details, refer to the *Using one-X Portal for IP Office* manual.

- Messages gadget: The Messages gadget is available for all the users of one-X Portal for IP Office who have an access to voicemail. The Messages gadget displays the voicemail

messages in a mailbox and provides the controls for performing various operations on a voicemail message.



- Configure voicemail: Using the one-X Portal for IP Office application, you can access and change the user settings for voicemail.



Related links

Mailbox access methods on page 205

Visual voice

Visual Voice provides the user with a display menu for access to their mailbox rather than having to follow spoken prompts. It can be used with Voicemail Pro (Intuity and IP Office modes) and Embedded Voicemail.

By default Visual voice displays information for the user's own mailbox and for any other mailboxes for which the user has been configured to receive message waiting indication . When using a programmed Visual Voice button, that button can be configured for a specific other user's or hunt group's mailbox. See Creating a Visual Voice Button on page 191 .

It is supported on most Avaya telephones with multi-line displays (more than 2 lines) and programmable buttons. On telephones that have a display but do not support full visual voice operation, use of the buttons above will trigger normal spoken prompt voicemail access. Access to visual voice can be provided in a number of ways:

- By default, access to visual voice is triggered by the telephone's **MESSAGES** button. This behavior is controlled by the telephone system **System** > **Voicemail** option Messages button goes to Visual Voice.
- For phones without a **Messages** button and or when the above option is not enabled, a programmable button for the Visual Voice can be created. See Creating a Visual Voice Button on page 191.
- T3 telephones can access visual voice via the menu selection **Menu** > **Settings** > **Voicemail Setting**. If a Visual Voice programmable button is used on these telephones it will only access the Listen functions.

Related links

Mailbox access methods on page 205

Visual voice controls

The arrangement of options on the screen will vary depending on the telephone type and display size.

- **Listen**: Access your own voicemail mailbox. When pressed the screen will show the number of New, Old and Saved messages. Select one of those options to start playback of messages in that category. Use the options below:
  - **Listen**: Play the message.
  - **Pause**: Pause the message playback.
  - **Delete**: Delete the message.
  - **Save**: Mark the message as a saved message.
  - **Call**: Call the message sender if a caller ID is available.
  - **Copy**: Copy the message to another mailbox. When pressed as number of additional options are displayed.
- **Name**: Visual voice access to other mailbox can be configured. That includes hunt group mailboxes and other user mailboxes .
- **Message**: Record and send a voicemail message to another mailbox or mailboxes.
- **Greeting**: Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.

- **Email**: This option is only shown if you have been configured with an e-mail address for voicemail e-mail usage in the IP Office configuration. Use this control to see and change the current voicemail e-mail mode being used for new messages received by your voicemail mailbox. Use **Change** to change the selected mode. Press **Done** when the required mode is displayed. Possible modes are:
- **Password**: Change the voicemail mailbox password. To do this requires entry of the existing password.
- **Voicemail**: Switch voicemail coverage on/off.

Using the Visual Voice Button for Voicemail Transfer

If you press the **MESSAGE** or **Visual Voice** button when you have a call connected, you can enter an extension number for direct voicemail transfer of the connected call. For **Visual Voice** buttons programmed for another user or hunt group's mailbox, the transfer is automatically made to that other user or hunt group mailbox.

Related links

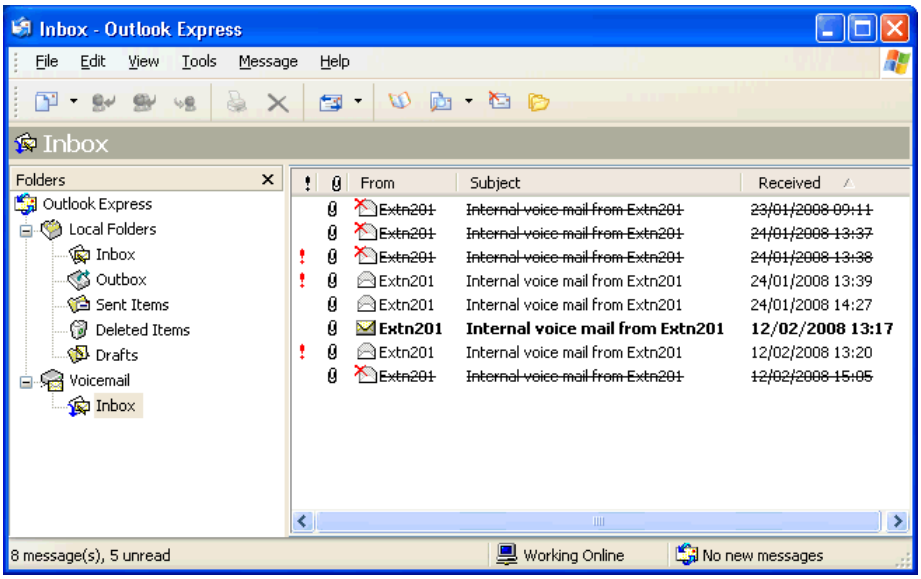
Mailbox access methods on page 205

UMS IMAP

Most e-mail clients that support IMAP display IMAP messages in a separate folder. The contents of that folder are synchronized when the folder is viewed.

Note:

The type of icons used and whether different icons are supported for different message statuses depends on the e-mail client used. The notes below are for Outlook and Outlook Express.



The following should be noted about the IMAP folder view:

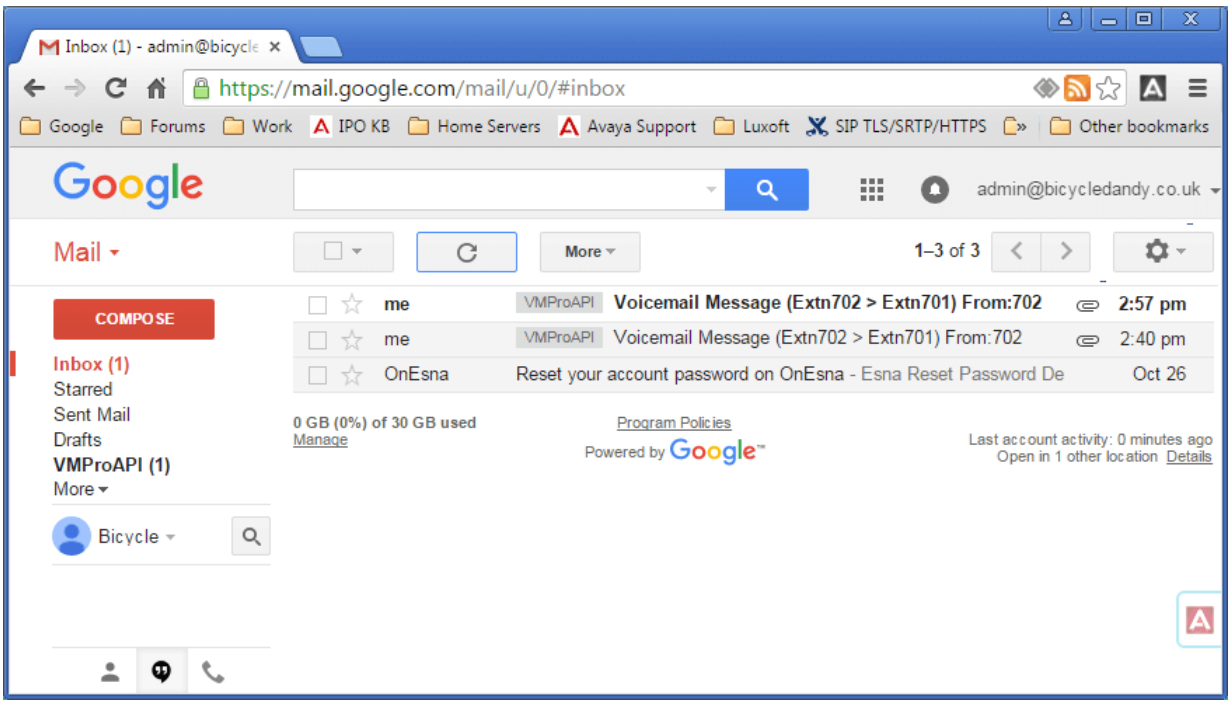
- New messages are presented as a closed envelope.
- Read messages are presented as an open envelope.
- Priority messages are indicated as such.
- Private messages are not indicated as such. However the message may be indicated as confidential when opened.
- Saved messages are not indicated as such.
- Deleted messages are indicated as deleted but remain visible.
  - The voicemail server does not actually delete messages until at least 24 hours after it was marked as deleted.
  - Deleted messages are no longer accessible through the voicemail telephone prompts interface or Visual Voice.
  - Deleted messages can be undeleted. Those messages are then available through all the mailbox interfaces.
- Moving a message in the IMAP folder to another folder in the E-mail client will cause the e-mail to be copied to the new folder and the original message is shown as deleted in the IMAP folder.
- The Voicemail Prohousekeeping settings for automatic deletion of different message types (New, Read and Saved) are still applied.
- IMAP cannot be used to send or forward messages to other voicemail mailboxes.

Related links

Mailbox access methods on page 205

Gmail UMS

Gmail integration allows mailbox users to manage their voicemail messages through a business Gmail mailbox.



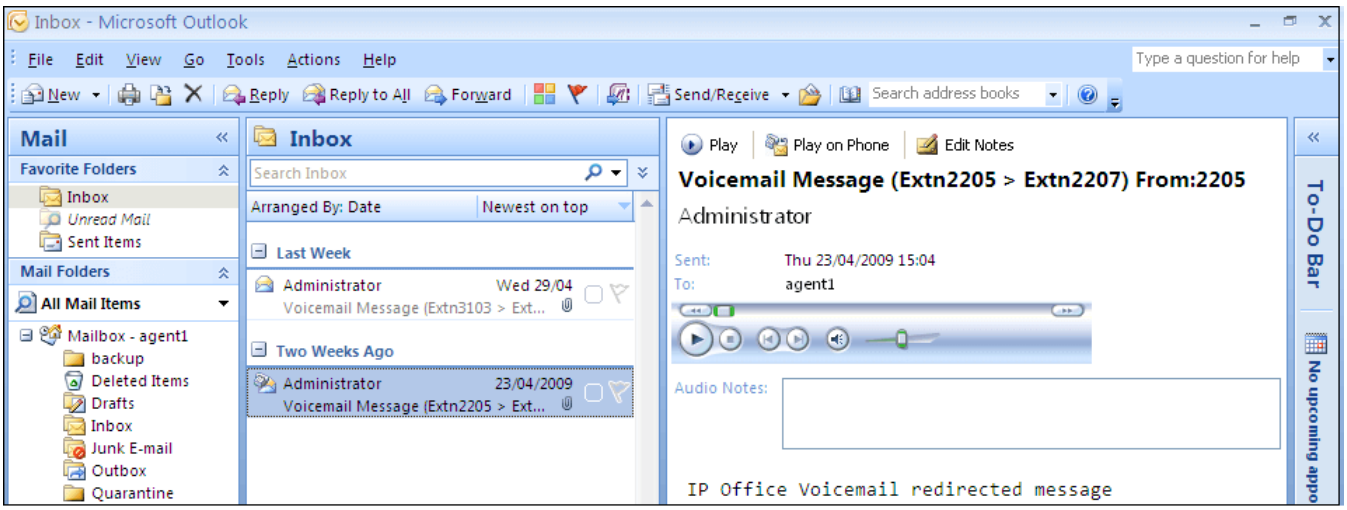
- Messages are tagged with the label VMProAPI. Existing messages that have been moved to folders other than the Inbox can still be view by selecting VMProAPI from folder list on the left.
- The email status (read or unread) matches the voicemail message status (new or old) shown on IP Office. Unread status is also matched by IP Office message waiting indication.
- Users can also play and delete the messages using the standard telephone interface and Visual Voice. However, access using one-X Portal for IP Office is not supported.

Related links

[Mailbox access methods](#) on page 205

Outlook UMS

UMS can be configured to use a user's Exchange server email account as the user's voicemail message store rather than the voicemail server. The user can then see and playback messages through their email inbox.



- Mailbox access using the telephone, visual voice or one-X Portal for IP Office is done against voicemail messages in the e-mail account. Therefore some actions offered by the non-email interfaces cannot be used as they have no e-mail equivalents.
  - Messages stored in an e-mail account cannot be saved.
  - Undeleting messages using **8 from the telephone does not work for voicemail messages stored in Exchange.
- Access using UMS IMAP and UMS web voicemail is not supported.
- Messages are not subject toVoicemail Pro housekeeping.
- Only voicemail messages in the inbox are recognized. If a message is moved to another mailbox folder it is no longer visible to the voicemail system.
- Message waiting indication (MWI) is supported.

Note:

When using an Exchange server as the message store for a user's voicemail messages, the voicemail server will deliver messages to the Exchange server on completion of the recording. However, the presentation to Outlook and back to the voicemail server for message waiting indication (MWI) and access via telephone is delayed by Exchange server processing. The delay is typically 1 or 2 minutes. The same delay also applies to changes in the message status that affect message waiting indication.

Related links

Mailbox access methods on page 205

Chapter 28: Remote voicemail notification

A user can be set up to receive notification of new voicemail messages when they are away from their main extension. There are two ways that notification can be implemented.

- **Voicemail Callback**: A service whereby the Voicemail Procalls a specified number whenever the user receives a new voicemail message. Callback requires a callback start point to be created in Voicemail Proand a callback number entered in IP Office Manager.
- **Voicemail Outcalling**: A service where voicemail notification can be configured to specific external numbers and the notification escalated if the message is not listened to. Outcalling can be configured by any user of voicemail in Intuity mode.

Note:

Both the Callback and Outcalling features are separate from voicemail ringback. Ringback alerts the user's own extension while callback and outcalling can be used to provide voicemail notification to an external location, for example a mobile telephone or pager.

Related links

Callback on page 216
Outcalling on page 219

Callback

Voicemail callback is a service whereby the Voicemail Procalls a specified number whenever the user receives a new voicemail message. When the callback is answered, the system announces the outbound alert and waits for a key press for confirmation before continuing with the associated call flow.

This service requires configuration of a callback start point in Voicemail Proand entry of a callback number through IP Office Manager. See Using a Personal Options Menu Action on page 218 . The call flow created below is a very simple example. In practice you could include a menu that provides the user access to other features. For example using access to a **Personal Options Menu** action, the user can remotely change various mailbox settings including the callback number.

Related links

Remote voicemail notification on page 216
Channel restrictions on page 217
Setting Up call back on page 217
Default callback start point on page 217

Channel restrictions

The voicemail server has restrictions on the number of channels it can use for different types of outgoing calls that it can make. These limits are separate for each of the call types. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by **Voicemail Channel Reservation** settings.

- Outcalling can use up to 5 channels at any time.
- Conference center invitation calls can use up to 5 channels at any time.
- Callback calls can use up to 2 channels at any time.
- Alarm calls can use up to 2 channels at any time.

Related links

Callback on page 216

Setting Up call back

Procedure

1. Under **Specific Start Points**, right-click **Users** and select **Add**.
2. In the **Name** field, enter the user's mailbox name.
3. Select the **Callback** entry point and select **OK**.
4. Within select **Callback**.
5. Add a **Get Mail** action and under the **Specific** tab, in Mailbox enter the user's name again or extension number.

   Note:

   Record an entry prompt for the first action in the callback call flow. Experience with connection to some cell phone systems has revealed that this entry prompt may need to be up to 20 seconds in length.
6. Connect the **Start Point** and the **Get Mail** action.
7. Click **Save** and **Make Live** and select **Yes**.

Related links

Callback on page 216

Default callback start point

In the example above a callback call flow was created for an individual user. The Default Callback start point can be used to create a default callback call flow for all users. If the Default Callback start point is used, it must be designed so that users have to indicate which mailbox they are accessing. In the simple call flow used above, this can be done by entering ? in the **Mailbox** field of the **Get Mail** action. The callback number is initially set through IP Office Manager.

Related links

Callback on page 216
Setting the user's callback number on page 218

Using a Personal Options Menu Action on page 218

Setting the user's callback number

Procedure

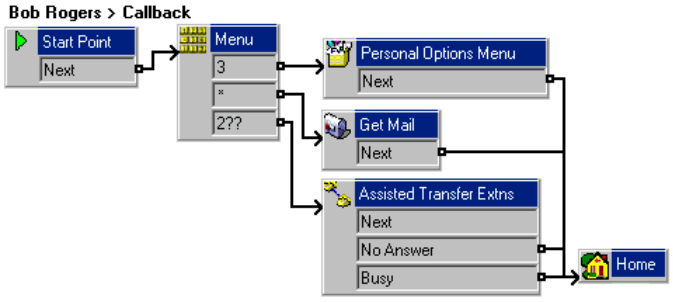
1. In IP Office Manager, open the system's configuration.
2. Click **User** to display a list of existing users.
3. Double-click the user for whom callback is being set up.
4. Select the **Voicemail** tab.
5. In Voicemail Code, enter a pin code and confirm this in **Confirm Voicemail Code**.
6. Select the **Source Numbers** tab. Right-click and select add to add a new number.
   - **Callback Number**: Enter `P` followed by the destination telephone number. If you system requires an external dialing then that prefix must be included, for example P901923555456. If connecting to a cell phone or pager system that expects digits in separate sets, use , (comma) characters to add pauses to the telephone number dialing.
   - **Trusted Source**: If calls from the callback number include ICLID, you can set that number as a trusted source. In that case no request for the user's voicemail code is made following the callback. Enter `V` followed by the CLI displayed on calls from the callback number, for example V01923555456.
7. Click **OK**.
8. Click to send the configuration back to the IP Office.
   - If the only changes made were to user settings, select **Merge Config**.

Related links

Default callback start point on page 217

Using a Personal Options Menu Action

The callback call flow below is more advanced than the previous example. The user can check messages, transfer themselves to another extension and to alter several aspects of their mailbox configuration.



Of main interest to a callback user is the **Personal Options Menu** action. Using this action, the remote users can alter their extensions forwarding and voicemail operation. The callers can use

Option 9 in the menu played to them to change the callback number. To exit a **Get Mail** or **Personal Options Menu** action and follow the call flow to the next action, the user should press 0 (not supported for Get Mail in Intuity mode).

Related links

Default callback start point on page 217

Outcalling

Using the Outcalling feature of Voicemail Pro running in the Intuity mode, you can configure Voicemail Pro to send notifications to a user when new messages are received in the user mailbox.

When a new message is delivered to a user mailbox, Voicemail Pro calls at the phone number configured by the user and plays the prompt “<User name>, you have new messages. To access your messages, please enter your extension number and press hash. To avoid further notification of these messages, press *# ”. If the user takes an action that is different from the prompted action, Voicemail Pro processes the outcalling notification attempt as unanswered.

Channel Restrictions

The voicemail server has restrictions on the number of channels it can use for different types of outgoing calls that it can make. These limits are separate for each of the call types. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by Voicemail Channel Reservation settings.

Method	Limits
Outcalling	Outcalling can use up to 5 channels at any time.
Conference Invites	Conference center invitation calls can use up to 5 channels at any time.
Callbacks	Callback calls can use up to 2 channels at any time.
Alarms	Alarm calls can use up to 2 channels at any time.

Retries

If an outcalling notification attempt is not answered, the voicemail server can make another attempt. The number of retries, up to 10, and the delay after a failed notification attempt can use either system default or the users own defined settings.

Destinations

The mailbox user can define up to 5 destination numbers to be used with outcalling. The destinations must include any external dialing prefixes required for the IP Office system. For each destination a ring time can also be defined (default 15 seconds) after which the voicemail server disconnects the call.

- **Desk**
- **Home**
- **Mobile**

- **Delegate** (called Secretary in some locales)

Escalation List

The user can choose to use an escalation list, which combines several of their destinations into a sequence that will be tried as part of a single outcalling notification attempt. Up to 9 destinations can be included in the list and the same destination can be used more than once. Use of the escalation list counts as a single outcalling notification attempt.

Configuration Methods

Method	Description
System Default Settings	The voicemail server can be configured with a set of default times for when outcalling is used, the number of retries and the interval after a failed notification attempt before the next retry. This is done through the system preferences using theVoicemail Pro client (see 'Outcalling' System Preferences on page 235) or web management (seeOutcalling on page 335).
User Mailbox Settings	Mailbox owners can configure their outcalling options through their mailbox. Details can be found in *Avaya IP Office Intuity Mailbox Mode User Guide*. As an administrator, you can view and edit the users individual user mailbox settings using the Voicemail Pro client, see Configuring a user's outcalling settings on page 181.

Related links

Remote voicemail notification on page 216
Enabling/Disabling Outcalling on page 220
Configuring a user's outcalling settings on page 221

Enabling/Disabling Outcalling

About this task

The use of outcalling can be disabled system-wide. When done, access to the system and user outcalling settings is hidden and the system no longer uses any outcalling for calls.

Procedure

1. Use IP Office Manager to receive the configuration of the IP Office system.
2. Select **System** and then select the **Voicemail** tab.
3. The **Outcalling Control** option is used to configure whether outcalling is allowed and outcalling options are configurable.
4. Click **OK**.
5. Click the icon to save any changes back to the IP Office system.

Related links

Outcalling on page 219

Configuring a user's outcalling settings

About this task

Users can use outcalling to be called when they have a new voicemail message. See Outcalling on page 219.

Procedure

1. Click **Users** in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it.
3. Select **View Mailbox Details**.
4. Select the **Outcalling** tab.

Option	Description
The first drip-down menu sets when outcalling is used for the user:	
Disabled	Switch off outcalling for the user.
Enabled During Time Profiles	Use this option to specify a user specific time profile for outcalling.
Enabled During Peak Time	Use outcalling during the peak time period defined on the voicemail server.
Enabled During Prime Time	Use outcalling during the prime time period defined on the voicemail server.
Retry Times These settings control the number and frequency of outcalling attempts until successfully answered.	
System	Use the system retry settings configured on the voicemail server.
Personalized	Use the options below to configure user specific retry settings.
Number of Retries	Up to 10 retries can be specified.
Retry Intervals	These values set the interval between one notification attempt and the next (not including the actual outcalling ringing time for the outcalling destination). The first 5 retries can be given varying intervals between 0 and 60 minutes. To change a value click on it and enter the new value. When more than 5 retries are selected, the default value is used for all retries after the fifth retry.

Table continues…

Option	Description
Escalation List An escalation list can be used as the destination for an outcalling attempt. The list can contain up to 9 entries selected from the user's account settings. The same number can be used more than once if required. For each number in the list you can set how long it should be rung and also the delay before trying the next number in the escalation list. If multiple retries have been configured, the full escalation list must be completed before the next retry begins.	
Destination	The selected destinations. The user can set the destinations through their mailbox. Administrators can view and edit those destinations. See Mailbox management on page 178.
Timeout (secs)	The timeout applied to each individual outcalling attempt to the destination.
Delay (mins)	The minimum delay applied before any following outcalling attempt.

Related links

Outcalling on page 219

Part 6: Server Administration

Chapter 29: System Preferences

A number of preferences control the operation of the voicemail server. These preferences can be set using the Voicemail Pro client as covered within this chapter. They can also be set through the server's web management menus, see Configuring server preferences on page 325.

Related links

Changing server preferences on page 224
'General' System Preferences on page 225
'Directories' System Preferences on page 227
'Email' System Preferences on page 228
'Housekeeping' System Preferences on page 233
'SNMP Alarm' System Preferences on page 234
'Outcalling' System Preferences on page 235
'Voicemail Recording' System Preferences on page 237
'Backup & Restore' System Preferences on page 238
'Syslog' System Preferences on page 239

Changing server preferences

About this task

Procedure

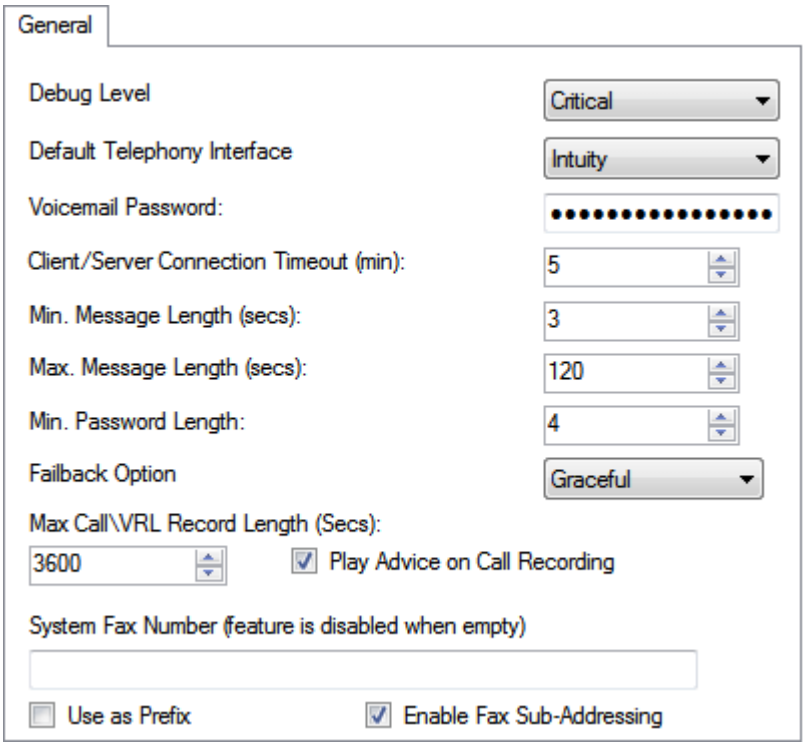
1. Connect to the voicemail server using the Voicemail Pro client.
2. Click the **Preferences** icon.
3. Select the required preferences tab.
4. After making any changes, click **OK**.
5. Click **Save & Make Live**.

Related links

System Preferences on page 224

'General' System Preferences

This set of preferences cover general options for the voicemail server operation. For servers other then the central/primary voicemail server, only the **Debug Level** can be adjusted.



Setting	Description
Debug Level	Default = Information (Critical for Unified Communications Module) Use this field to set the level of information that the server should output for logging, if required. This setting can also be set through the server's web control menu **Settings** > **General**.
Client/Server Connection Timeout	Default = 5 minutes. Shown for the Voicemail Pro client only. As the server only supports one connected client at a time, this field sets a timeout period for an inactive client to be automatically logged out.

Setting	Description
Default Telephony Interface	Default = Intuity: Use this field to select the mailbox operation mode for all mailboxes. The available options are IP Office mode and Intuity emulation mode.

Table continues…

Setting	Description
Voicemail Password	Default = Blank: The password set here must match the Voicemail Password configured in the IP Office security settings. • For IP Office R11.1 FP1 and higher, the password for voicemail connection is enforced to 31 characters with restriction on repeated characters and enforcement of characters from different character types (lower case, upper case, numbers, extended characters).
Min. Message Length	Default = 0 seconds (in IP Office mode) and 3 seconds (in Intuity mode). Use this field to set a restriction on the minimum length for a message. The minimum value that you can set is 0 seconds, and the maximum value is 10 seconds. Messages shorter than the minimum length are deleted immediately. In IP Office mode, this field is unavailable.
Max. Message Length	Default = 120 seconds. Use this field to set a restriction on the maximum length for a message. The maximum value that you can set is 3600 seconds (60 minutes).
Failback Option	Default = Graceful Use this field to configure the mode of failback operation in a voicemail system with a backup voicemail server. Failback is only considered if the preferred and back-up voicemail servers have started their synchronization operation (SMTP exchange of messages, etc). • **Manual** The system administrator has to initiate the failback operation. • **Graceful** The backup server initiates the failback operation once all current calls on the backup voicemail server end. • **Automatic** The backup server initiates the failback operation once all current calls on the backup voicemail server end or, if exceeded, after the specified timeout period set (maximum 60 minutes).
Max. Call\VRL Record Length	Default = 3600 seconds. Use this field to set a restriction on the maximum recording length for the calls. The maximum value is 18000 seconds (300 minutes). The minimum value is either 3 seconds (IP Office mode) or 5 seconds (Intuity mode).
Play Advice on Call Recording	Default = On Use this check box to set whether to play an advice warning to the callers when their calls start getting recorded. It is a legal requirement in some countries to inform the callers before recording their calls, and so confirm before you clear this check box.

Table continues…

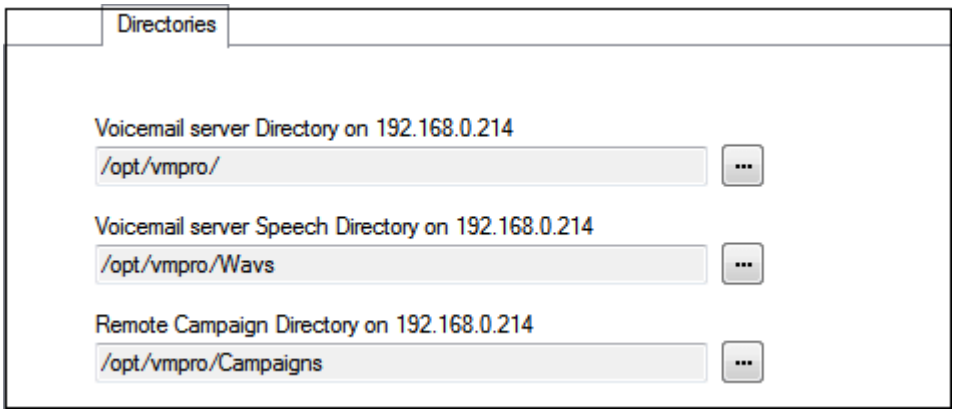
Setting	Description
System Fax Number	Default = Blank Use this field to set the number of the fax machine to which all incoming faxes are to be directed. If you are using a fax board, the number that you enter must match the extension number that is connected to the fax board of the fax server computer. For details, see Setting the System Fax Number on page 383. • Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. As the system administrator, you still need to set a system fax number to enable mailbox owners to override it with their preferred personal fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to the mailbox owner's personal fax number, if one has been set. For details, mailbox owners can refer Avaya IP Office Using Voicemail Pro in Intuity Mode (15-601130). • If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number in the **System Fax Number** box. Instead type the number to use as a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example, if the prefix is 55, a fax message for extension 201 would have the prefix of 55 automatically added so that the complete number becomes 55201.
Use as a Prefix	If your fax system does not use prefix addressing, leave this box unchecked. For this feature to work, you also need to set up a short code.
Enable Fax Sub-Addressing	Most fax servers perform fax forwarding based on DTMF signaling received with the fax call. Select the **Enable Fax Sub-Addressing** check box so that the DTMF signal is passed to the fax server after the call has been answered so that the fax can be forwarded to the e-mail address of the intended recipient.

Related links

System Preferences on page 224

'Directories' System Preferences

When Voicemail Pro is installed some default folder locations are used. These preferences are not accessible through the web management menus.



Setting	Description
Voicemail server Directory	Default = `/opt/vmpro` The path to the folder where the Voicemail Pro service is installed. This is also the folder where the file `Root.vmp` is saved when the **Save & Make Live** option is used.
Voicemail server Speech Directory	Default = `/opt/vmpro/Wavs` The path to the folder where the libraries of speech prompts are installed. This is used as the parent folder for all callflow prompts including custom recording.
Remote Campaign Directory	Default = `/opt/vmpro/Campaigns` The path to the folder where the campaign files are stored.

Related links

System Preferences on page 224

'Email' System Preferences

The **Email** tab is used to configure which e-mail mode (MAPI or SMTP) the voicemail server should use and the settings for that mode.

Related links

System Preferences on page 224
MAPI Service preferences on page 229
MAPI preferences on page 229
SMTP sender overview on page 229
SMTP receiver preferences on page 232

MAPI Service preferences

These preferences set the details of a Windows server onto which the Voicemail MAPI proxy has been installed. The installer for the MAPI proxy can be downloaded from the App Center pages of the voicemail server's platform menus.

Setting	Description
Address	Enter the IP address or fully qualified domain name of the server onto which the MAPI proxy has been installed.
Port	Set the address to use for connection to the MAPI client. The default is 50792.

Related links

'Email' System Preferences on page 228

MAPI preferences

This form is used to configure MAPI settings for use by the a Windows-based voicemail server. For Linux-based servers, use the MAPI Service tab to configure the location of the MAPI proxy service.

Setting	Description
Enable MAPI	Selecting this option will switch the voicemail server to using MAPI for its e-mail options rather than SMTP.
Profile	This is used to select the MAPI e-mail account the voicemail server should use to provide visibility to the e-mail account mailboxes for which it requires access. The profile must exist within the MAPI e-mail client on the server computer and must be useable by the Windows account under which the Voicemail Pro service is running.

Related links

'Email' System Preferences on page 228

SMTP sender overview

These settings are used to configure the server and the server accounts that the voicemail server uses for sending e-mails using SMTP. Multiple servers can be configured.

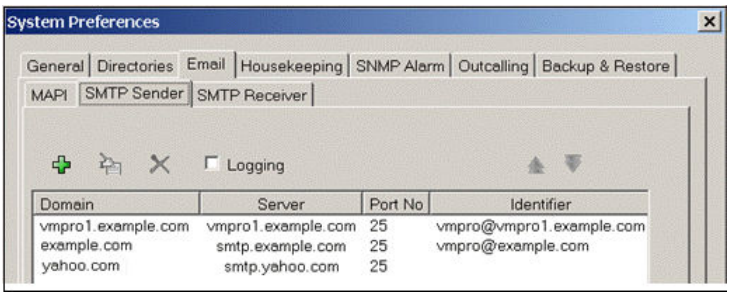
- The first entry is the default SMTP server used if there is no other entry that matches the domain specified in the outgoing e-mail address. This is also the entry used for inter-voicemail server traffic, for example between a centralized and backup voicemail servers.
- Additional servers can be added when different settings are required for sending e-mails to specific domains. For example, the default can be configured for connections via the customer's internal network Exchange server with additional entries added for e-mails to external e-mail servers such as gmail.com.
- **Messaging Between Voicemail Servers**: Distributed voicemail servers, primary/backup voicemail servers and IP Office Server Edition voicemail resilience all use SMTP to exchange information and messages between voicemail servers. When that is the case, the first entry in the **SMTP Sender** list must be the one used and needs to be configured for that service

with the domain and server setting both matching the IP address or fully-qualified domain of the other voicemail server.

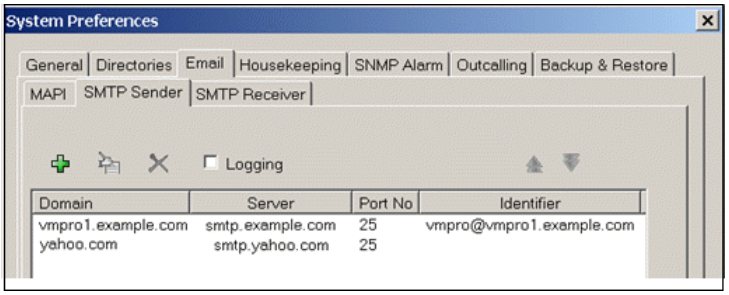
Example

In the example below:

- The first entry is used for messages to other voicemail servers. The same address is used in both the domain and the server settings for the first entry, as the SMTP service that is used is running on the same server computer on which the voicemail service is running (for example, IIS SMTP on the Windows server).
- The next entry is used for the emails that use the customer's general e-mail domain address with the server set to the customers e-mail server. A third entry has been added to send some e-mails generated by E-mail Actions in call flows direct to an external e-mail service.



- The first two entries in the example above can be combined. Voicemail server to server synchronization uses the **Domain** setting only whereas other e-mail services use the **Server** address and other setting.



SMTP Sender Preferences

Setting	Description
Logging	If selected, SMTP logging by the server is enabled.
Server This section is used to enter details of the SMTP server or servers to which the voicemail server sends its messages. Click on the + icon to add another entry using the settings below. The ^ and v icons can be used to adjust the order of the entries when several SMTP servers are specified.	

Table continues…

Setting	Description
Mail Domain	This field is used differently depending on whether it is the first entry in the list or not: • **For the first server entry in the list**: This is the default outgoing e-mail setting. It also sets the mail destination domain on which the voicemail server filters incoming messages (see below) and so is repeated on the SMTP Receiver tab. • **Messaging Between Voicemail Servers**: For messaging between voicemail servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the voicemail server is running, for example **vmpro1.example.com**. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either by **vmsyncmaster**, **vmsyncslave**, or the name or extension of a mailbox on the voicemail server, for example **Extn201@vmprocentral.example.com** or **201@vmprocentral.example.com**. • **For subsequent entries**: The domain specifies that these settings should be used for e-mails sent to the matching domain. The entry must be a fully-qualified name resolvable by DNS or an IP address.
Server	This specifies the IP address or fully-qualified domain name of the SMTP server to which messages are sent. Voicemail Pro supports SMTP communication over both SSL/TLS and plain text. • **For the first server entry in the list**: Where messaging between voicemail servers is being used (central, backup and or distributed servers), the first entry is used and will match the domain set above. • **For subsequent entries**: It will be the address of the e-mail server that will handle e-mails for recipients other than another voicemail server on the network.
Port Number	This is the port number on the SMTP server to which the messages are sent.
Sender (Identifier)	Note that some servers will only accept e-mails from a specific sender or sender domain. If left blank, the voicemail server will insert a sender using either the e-mail address set for the voicemail mailbox user if set or otherwise using the best matching name it can resolve from the IP Office.
Server Requires Authentication	This check box indicates whether the connection to send SMTP messages to the mail server requires authentication with that server. The authentication will typically be to the name and password of a mailbox account configured on that server.
Account Name	Sets the name to use for authentication.
Password	Set the password to use for authentication.
Use Challenge Response Authentication (Cram MD5)	If this check box is selected, the name and password are sent using Cram MD5.

Related links

'Email' System Preferences on page 228

SMTP receiver preferences

This tab is used to set where the voicemail server checks for incoming SMTP messages.

Note:

- If you are using Voicemail Pro in a distributed environment, a distributed server delivers a recorded message to the central voicemail server on completion of the recording. However, the presentation to the voicemail server for message waiting indication (MWI) and access via telephone might be delayed because of the internal processing of the message and the network latency. The delay might be up to 2 minutes in high traffic situations.

Setting	Description
SMTP Receiver	The SMTP Receiver setting can be set to either **Internal** or **External**. The settings available vary according to that selection.
Internal The Internal setting can be used when the voicemail server should check the appropriate account on an SMTP server for waiting messages. The server settings will be pre-populated using the entries from the SMTP Sender form. Use this option for voicemail servers running on the IP Office Application Server server. • **Distributed/Primary/Backup Voicemail**: This is the option that should be used when the voicemail server is running on an IP Office Application Server as either one of the distributed voicemail servers or as a server in a primary/backup server pairing.	
Port	This is the port on which the voicemail server listens for incoming messages. The default is 25.
Domain	: This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the SMTP Sender tab. • **Messaging Between Voicemail Servers**: For messaging between voicemail servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the voicemail server is running, for example **vmpro1.example.com**. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either by **vmsyncmaster**, **vmsyncslave**, or the name or extension of a mailbox on the voicemail server, for example **Extn201@vmprocentral.example.com** or **201@vmprocentral.example.com**.

Table continues…

Setting	Description
External Use this option when the voicemail server is on a server where it co-exists with a third-party SMTP application, for example an IIS server with SMTP enabled. The **External** setting should be used when the voicemail server should check the mail drop folder on a local SMTP server for SMTP e-mail messages. For example, when there is an IIS server with SMTP enabled on the same server computer as the voicemail server.	
Drop Folder	This sets the folder to be monitored by the STMP service for incoming emails.
Domain	This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the SMTP Sender tab.

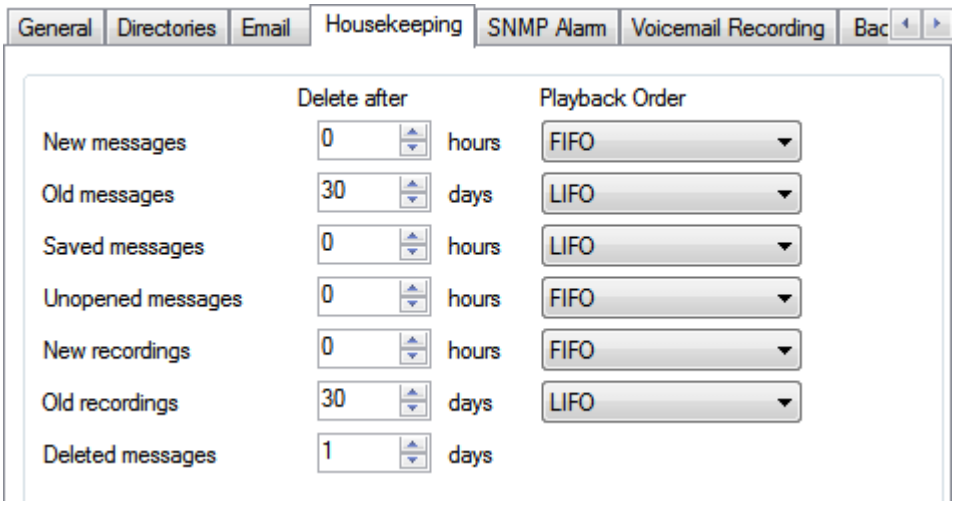
Related links

'Email' System Preferences on page 228

'Housekeeping' System Preferences

These preferences are used to:

- Set the duration after which voicemail server automatically deletes different types of messages and recordings.
- The maximum mailbox size is limited by the server to 60 minutes of storage. The voicemail server housekeeping preferences should be used to ensure that aging messages are automatically deleted as appropriate to the customer's business requirements. For long term archiving of messages an application such as Media Manager should be used.
- Set the default playback order for the different types of messages and recordings.
- These settings can only be adjusted in the preferences of the central/primary voicemail server. The settings of other voicemail servers in the network automatically match those settings.



Setting	Description
Delete after	Set the time after which you want the respective messages to be deleted automatically. A value of 0 disables automatic deletion (except for Deleted messages, where a value of 0 means immediate deletion). The actual deletion is performed during the next idle period, that is, when there are no calls to or from the voicemail server.
Playback Order	Set the order of playback for the respective message types. The available options are (**FIFO** (First in-First out) and **LIFO** (Last in-First out).
Message Type The following are the different categories of messages that the housekeeping settings apply to:	
New messages	This status is applied to messages where neither the header nor the message content has been played.
Old messages	This status is applied to messages where the user has played the message content but has not marked the message as saved.
Saved messages	This status is applied to messages that have been marked as saved by the user.
Unopened messages	This status is used for messages where, in Intuity emulation mode, the user has played the message header but has not played the message content.
New recordings	This status is used for recordings that have not been played.
Old recordings	This status is used for recordings that have been played.
Deleted messages	This status is used for messages that have been marked as deleted through mailbox access. This setting is also used for messages that have been forwarded to an Exchange server.

Related links

System Preferences on page 224

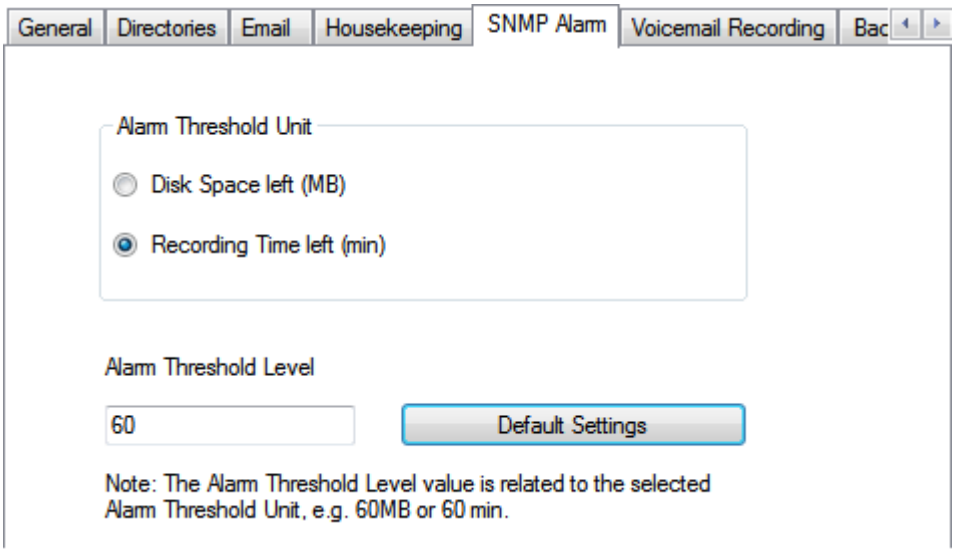
'SNMP Alarm' System Preferences

The IP Office system can be configured to generate alarms. These alarms can be sent from the IP Office using SNMP, SMTP e-mail or Syslog alarm formats. The voicemail server preferences set the levels at which the server indicates to the IP Office to send an alarm.

For Voicemail Pro Server Edition, the IP Office system also sends SNMP alarms based on the percentage of the available free space of the total disk space. Those SNMP alarms are:

- `Disk State Critical` - Free disk space is less than 5%
- `Disk State OK` - Free disk space is between 5 to 10%
- `Disk State Free` - Free disk space is greater than 10%
- `Disk State Stop Recording` - Free disk space is 0.

These settings can only be adjusted in the preferences of the central/primary voicemail server. The settings of other voicemail servers in the network automatically match those settings.



Setting	Description
Alarm Threshold Unit	Under Alarm Threshold Unit, select either **Disk Space left (MB)** or **Recording Time left (min)**.
Alarm Threshold Level	Enter the number of units (minutes or MB) at which SNMP alarms are to be triggered. The minimum value that you can enter is 11. In addition to this alarm, the following additional alarms are also set based on the **Alarm Threshold Level**: • `Space OK Alarm`: This alarm is triggered when the amount of available space returns to above a level set at **Alarm Threshold Level** plus 30. • `Critical Alarm`: This alarm is set at 30. If the **Alarm Threshold Level** is set at less than 40, the critical alarm is set at **Alarm Threshold Level** minus 10. - Note that the critical alarm value decreases if you decrease the **Alarm Threshold Level**, but the critical alarm value does not increase if you increase the **Alarm Threshold Level**. So, the critical alarm value keeps on decreasing and remains set at the least value that it takes. To reset the critical alarm back to 30, click **Default Settings**.
Default Settings	To return to the default alarm settings, click **Default Settings**. The **Alarm Threshold Level** is reset to 60. The Space OK level is reset to 90. The Critical Alarm level is reset to 30.

Related links

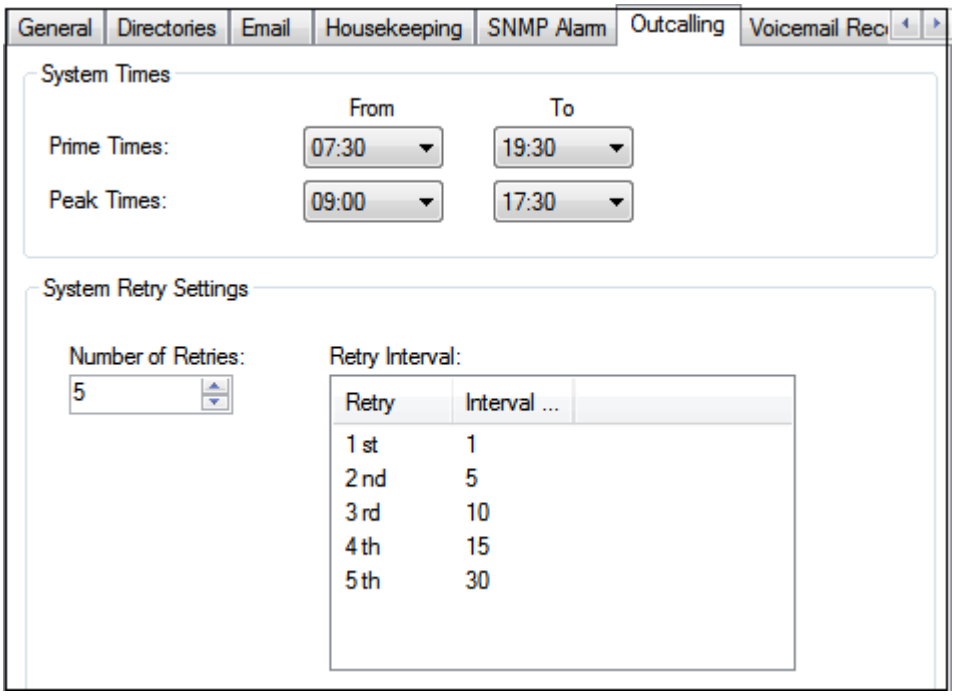
System Preferences on page 224

'Outcalling' System Preferences

This tab sets the default settings for outcalling operation. This tab is not shown if outcalling is disabled. See Enabling/Disabling Outcalling on page 220.

Mailbox owners can then configure their own outcalling options from their telephone, for example, create their own time profile. You can also view and edit those individual user settings, see Configuring a user's outcalling settings on page 181

These settings can only be adjusted in the preferences of the central/primary voicemail server. The settings of other voicemail servers in the network automatically match those settings.



Setting	Description
System Times These fields set the define start and end times for two different time categories. The individual users can then select whether they want outcalling used during those time periods rather than having to manually define their own times for outcalling.	
Prime Times	The time period that outcalling is to be active as default for the system.
Peak Times	The busiest working hours.
System Retry Settings Set the default frequency for outcalling retries.	
Number of Retries	Range 0 and 10. If the message is not collected after the last retry, no notification is sent until another new message is delivered in the user's mailbox.
Retry Interval	The retry interval for each successive retry. The interval is the length of time between each attempt to connect to the target number again. The 6th to 10th retries use the default retry interval.

Related links

System Preferences on page 224

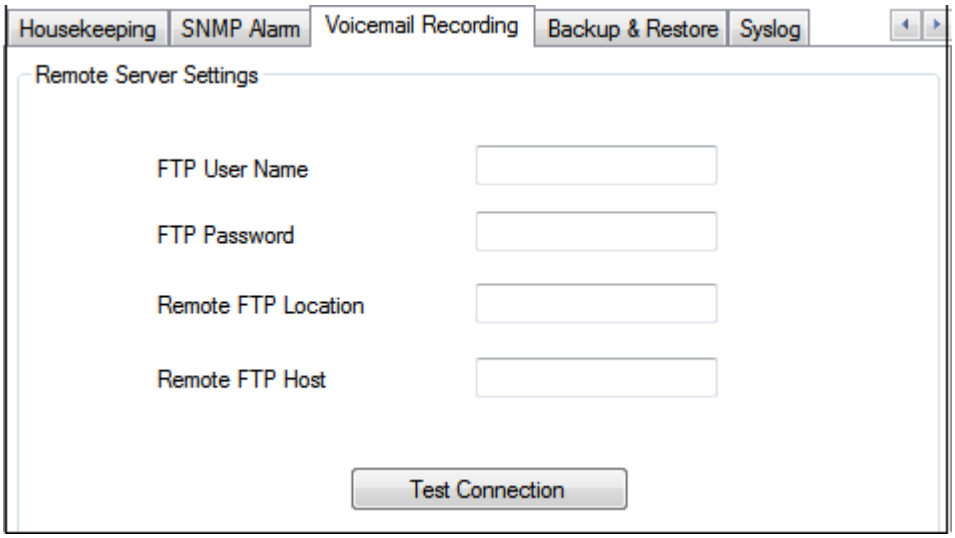
'Voicemail Recording' System Preferences

These settings are only used for a voicemail server when the call recording archiving application is being run on different server. That applies to a number of scenarios:

- On the primary voicemail server when the call recording archiving application is running on an IP Office Application Server server separate from the primary voicemail server.
- On the secondary voicemail server when being used for resiliency support for the primary voicemail server.
- On the secondary voicemail server in IP Office Select mode when using dual-active voicemail servers.

Important:

These settings should not be set on the voicemail service running on the same server as the call archiving application.



Setting	Description
FTP User Name	Set the user name for access to the remote SFTP server.
FTP Password	Set the password for access to the remote SFTP server.
Remote FTP Location	Enter the file path for the files on the target server. This is a sub-path to the remote servers root folder.
Remote FTP Host	Set the address (IP address or fully qualified domain name) of the target server.
Test Connection	When clicked, the server will test the connection using the current settings and report the results.

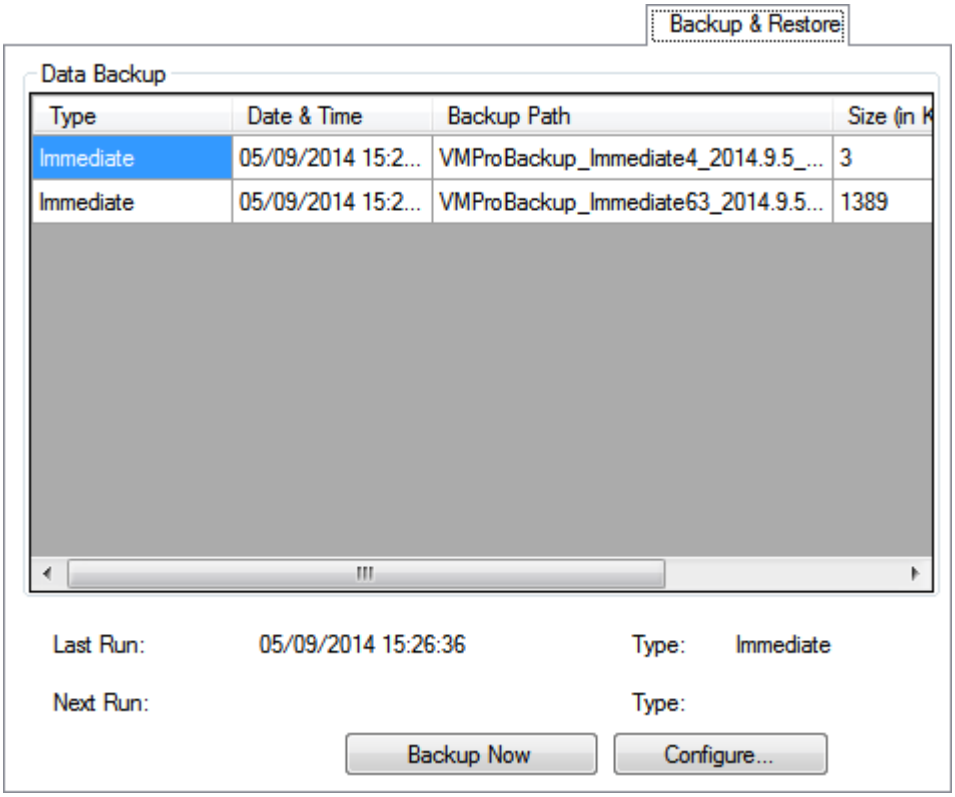
Related links

System Preferences on page 224

'Backup & Restore' System Preferences

This tab can be to make, schedule and restore backups of the voicemail server. These are legacy functions used mainly with old Windows-based voicemail servers (see Client Backup and Restore on page 247).

For current voicemail servers, it is recommended that the backup and restore functions available through the server's web management menus are used instead (see Backup and restore using Web Manager on page 346).



Setting	Description
Data Backup	The **Data Backup** section displays details of the previous backups. The list only includes those backups that are saved on the computer running the client. To refresh the list, close the System Preferences dialog box and open the dialog box again.
Last Run/Type	The time and type of the previous backup.
Next Run/Type	The time and type of the backup that is scheduled to run next. If a backup is already in progress, the **Next Run** field displays **Active**.
Restore	Click to restore the voicemail data and settings from a backup. See Client Backup and Restore on page 247.
Backup Now	Take an immediate backup of the voicemail data and settings.
Abort	If a backup is already in progress, click to abandon the backup in progress.

Table continues…

Setting	Description
Configure	Click to schedule backups for the voicemail data and settings.

Related links

System Preferences on page 224

'Syslog' System Preferences

Use these preferences to configure the voicemail server to write syslog records to a syslog server. The records can include alarms, events and changes in operation of the voicemail server.

Setting	Description
Enable Syslog	Default = Off. Select whether the voicemail server should send Syslog records.
IP Address	Set the IP address of the destination Syslog server.
Port	Default = 514. Set the UDP port on which the destination server is known to listen for incoming Syslog reports.

Related links

System Preferences on page 224

Chapter 30: Administration

Configuring failback option

About this task

Procedure

1. From the Administration menu, select **Preferences** > **General**.
2. On the General tab, use the **Failback Option** field to set the failback option that you want to configure.
   - **Manual**: The system administrator has to initiate the failback operation.
   - **Graceful (Default)**: The backup server initiates the failback operation once all current calls on the backup voicemail server end.
   - **Automatic**: The backup server initiates the failback operation once all current calls on the backup voicemail server end or, if exceeded, after the specified timeout period set (maximum 60 minutes).
3. Click **OK**.

Voicemail shutdown/suspend

About this task

You can request that the voicemail server either shuts down or is suspended:

- **Suspend**: The IP Office will stop sending calls to the voicemail server until it receives an instruction to resume voicemail or until the voicemail server is restarted.
- **Shut Down**: The IP Office will stop sending calls to the voicemail server until the voicemail services are restarted or until the voicemail server is restarted.
  - If a shut down is selected, the voicemail server will wait for all calls to cease before it shuts down. To do this it will first send a request to the IP Office hosting it, requesting that the IP Office stops sending any new calls to voicemail. Once all current calls have ended, the voicemail server will shut down.
  - If an immediate shut down is selected, the system will end all calls in progress.
  - If a voicemail server in a distributed voicemail setup is shut down, new calls to the voicemail server are routed to the central voicemail server.

- If the central voicemail server in the centralized voicemail with a backup server setup is shut down, new calls to voicemail are routed to the backup voicemail server.

Procedure

1. Select **File** and then **Voicemail Shutdown**.
2. Select one of the options:
   - **Continue**: Selecting this option will start the polite shutdown process for the server. Once the server is shut down it can only be restart by restarting the Voicemail Pro service or restarting the Voicemail Proserver computer.

     While the server is shutting down, selecting **File** again will display *Voicemail (...Shutting Down)*. Clicking on this will show a menu showing the status of the shut down and options to either cancel it or to change it to an immediate (impolite) shut down.

     Once the shut down is complete, the Voicemail Pro clients are the same as for off-line mode. To restart the server, computer must be restarted.

     - **Active Sessions**: Displays the number of sessions (calls) currently in progress. The shut down will only occur when this reaches zero.
     - **Shutting Down**: Displays the time for which the shutting down process has been running.
     - **Shut Down Immediately**: Change the shut down to an immediate impolite shut down. Any current calls are disconnected.
     - **Cancel Shut Down**: Cancel the shutting down process.
   - **Suspend Calls**: Selecting this option will start the call suspension process for the server. Once the server is suspended, it can be restarted by selecting **File** > **Resume Voicemail**.

     While the server is suspending calls, selecting **File** again will display *Voicemail (...Suspending Calls)*. Clicking on this will show a menu showing the status of the call suspension process and options to either cancel it or to change it to an immediate (impolite) shut down.

     Once the server has suspended calls, selecting **File** again will display Voicemail Resume. Clicking on this will request the IP Office to resume routing calls to the voicemail server.

     - **Active Sessions**: Displays the number of sessions (calls) currently in progress. The shut down will only occur when this reaches zero.
     - **Suspending Calls**: Displays the time for which the shutting down process has been running.
     - **Shut Down Immediately**: Change the shut down to an immediate impolite shut down. Any current calls are disconnected.
     - **Cancel Suspend**: Cancel the shutting down process.
     -

International time zone support

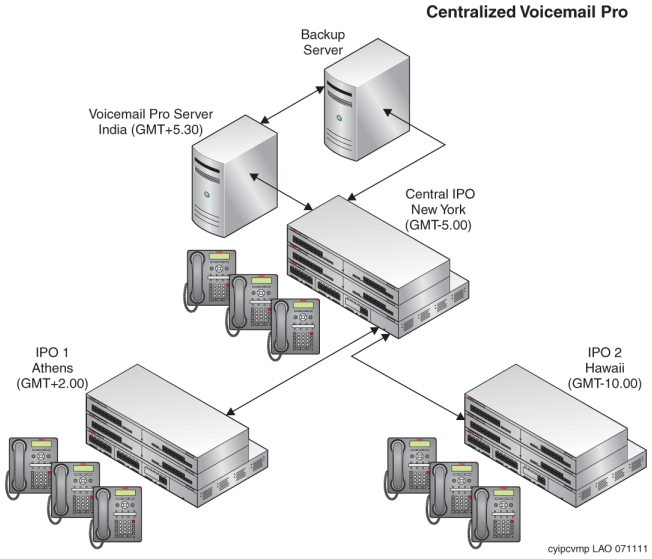
The International Time Zone (ITZ) support is available on the Central voicemail server, and the Distributed voicemail servers that are connected to the IP Office located in different time zones across the globe. With the International Time Zone support enabled on the Central voicemail server, users of IP Office located across the globe receive messages in their voicemail system with their respective local timestamp.

Note:

UTC (Coordinated Universal Time) is the time standard that regulates world clocks and time. Computer servers, online services, and other entities that rely on having a universally accepted time use UTC.

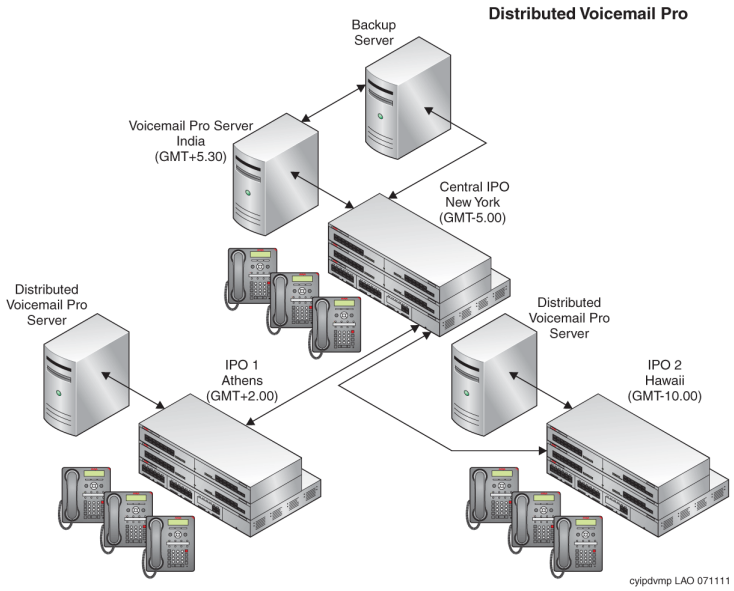
Example Centralized Voicemail Pro Setup

- Sample scenario: Three IP Office, located in different time zones, connect to each other. Two of the IP Office, located in different geographical locations, connect to the central IP Office. The voicemail server connects to the central IP Office. The system stores the voicemail messages on the Centralized Voicemail Pro. Each IP Office is set up to use Simple Network Time Protocol (SNTP) or "None" as a time source.



Example Distributed Voicemail Pro Setup

- Sample scenario: Three IP Office, located in different time zones, connect to each other. Two of the IP Office, located in different geographical locations, connect to the central IP Office. The central IP Office connects to a central voicemail server and the other IP Office connect to the Distributed voicemail servers. Each IP Office is set up to use SNTP or "None" as a time source.



International Time Zone Scenarios

The various scenarios in which the International Time Zone support capability functions work on the voicemail servers are:

Scenario	Description
Call Answering:	When you call a user located in a different time zone and leave a message in the mail box of the user, the system calculates the time stamp associated with the call answering using the UTC time and the local offset time of the IPO where the user receiving the message is located. • Example: In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call another user on IPO2 where the time is 2:00 (UTC - 10:00) and leave a message for the user on IPO2. The system stores the message on the Voicemail Pro located in a time zone where the time is 17:30 (UTC + 5:30). Even though the system stores the messages in the voicemail server, the system states the time as 2:00 (UTC - 10:00) and not 17:30 (UTC + 5:30). **Note:** If a user is hot desking on an IPO2 that is in a different time zone than the home IPO1, the system uses the offset time set on IPO1.

Table continues…

Scenario	Description
Clock Action	When you invoke a Clock Action configured on a voicemail server, the Clock Action reports the time based on the time zone where you are located and not the time where the voicemail server is located. • Example: In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You invoke a Clock Action configured on a voicemail server where the time is 17:30 (UTC + 5:30). The system states the time as 14:00 and not as 17:30. **Note:** In a Distributed voicemail server setup, International Time Zone support capability functions similar to the Centralized voicemail server setup.
Call Recording	The system calculates the time stamp associated with the call recording using the UTC time and the local offset time of the IPO where the recording was initiated. • Example: In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00) and record a call. The system stores it in the in the mail system on a voicemail server where the time is 17:30 (UTC + 5:30). The system states the recorded time of the call as 14:00 (UTC + 2:00) instead of 17:30 (UTC + 5:30).
Campaign Recordings	When you record a campaign, the system calculates the time stamp associated with a campaign recorded response using the UTC time and the local offset time of the IPO where the campaign response was recorded. • Example: In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call and record a campaign response. When the system stores the message in the Centralized voicemail server, the system displays the time as 17:30 (UTC + 5.30). With International Time Zone support, the system states the recorded time as 14:00 (UTC + 2:00) instead of 17:30 (UTC + 5:30).
Week Planner Condition	When you design a call flow and store it on the Centralized Voicemail Pro that contains a Week Planner Condition set for a particular time, the system checks the Week Planner Condition based on the time zone in which you are located and not based on the time where the Centralized Voicemail Pro is located. • Example: In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call a user located in a different time zone where the time is 2:00 (UTC - 10:00). If the user has set the Week Planner Condition to 02:00 (UTC - 10:00) and call flow is on a Centralized voicemail server where the time is 17:30 (UTC + 5:30), the call flow condition is based on the time zone of the user and not of the voicemail server where the system stores the call flow. **Note:** If you had adjusted the time programming to accommodate the time offset of a user in previous versions of Voicemail Pro, those adjustments need to be removed because Voicemail Pro automatically takes into account the time offset of the user.

Table continues…

Scenario	Description
Hunt Groups	When you leave a message in a Hunt Group mailbox, the system calculates the time stamp associated with the call answering using the UTC time and the local offset time of the IPO where the Hunt Group receiving the message is located. Irrespective of the offset time set on the IP Office switches, where the users of that Hunt group are located, the time stamp associated with the messages in the Hunt Group is always based on the offset time set on the IP Office to which the Hunt Group belongs. • Example: In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call a Hunt Group2 on IPO2 where the time is 02:00 (UTC - 10:00) and leave a message on the Centralized Voicemail Pro where the time is 17:30 (UTC + 5:30). Even though the system stores the messages in the Centralized voicemail server, the system states the time as 02:00 (UTC - 10:00) and not 17:30 (UTC + 5:30).
Distribution List	When you send a message through a distribution list, the time stamp associated with the recording in the mailbox of each of the recipient is the UTC and the local time offset of the IP Office to which the recipient belongs. • Example: In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). When you send a message through a distribution list to all the users on IPO2 where the time is 02:00 (UTC - 10:00), the system stores the messages on the Centralized Voicemail Pro where the time is 17:30 (UTC + 5:30). The time stamp associated with the recording is the time of the IPO2 02:00 (UTC - 10:00), to which all the recipients in the distribution list belong.
Outcalling	You can configure your mailbox such that when you receive a new message, the system generates a call on a pre-configured destination. The destination can be your desk number or an external number—telephone or mobile. For detailed information on configuration, see Setting the Outcalling System Preferences on page 235. The voicemail server checks the configured time spans against the local time of the user (UTC + local time offset). When you receive a new message in your mailbox, Voicemail Pro uses the local time, which is the UTC time and the offset time of the user, to compare with the configured outcalling time. The comparison between the local time and the outcalling time determines the destination of the outcalling. • Example: In a setup where the IPO is in time zone 14:00 (UTC + 2:00) and voicemail server is in time zone 17:30 (UTC + 5:30). You are on IPO1 and have configured outcalling for a desk number during 13:00 to 15:00. When you receive a message at 14:00 (UTC + 2:00) IPO1 time, voicemail server initiates the outcalling even if the time of the voicemail server is currently 17:30 (UTC + 5:30) and outside of the time span you have set. **Note:** If you had adjusted the time programming to accommodate the time offset of the user in previous versions of Voicemail Pro, those adjustments should be removed because Voicemail Pro automatically takes into account the time offset of the user.

Table continues…

Scenario	Description
Alarm Set	You can configure Voicemail Pro to match the alarm time with the time zone where you are located. When you set an alarm on your telephone, Voicemail Pro automatically matches the alarm time with the local time of the user. • Example: In a setup where IPO1 time is 14:00 (UTC +2:00) and the time of the voicemail server is 17:30 (UTC +5:30). You, on IPO1 have set an alarm for 14:30. The system triggers the alarm when the time on the IPO1 is 14:30 and not when the time on the voicemail server is 14:30.
E-mail reading	When you use Voicemail Pro TTS to read e-mails, the system calculates the time stamp associated with an e-mail using the UTC time and the local offset time of the IPO to which the recipient belongs. • Example: In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You receive an e-mail. When reading the e-mail, the time stamp that the system plays back is the UTC time and the local time offset of IPO1 (14:00 - UTC +2:00).

Chapter 31: Client Backup and Restore

The Voicemail Pro client can be used to perform backup and restore functions to a remote FTP server. The client can also be used to restore previous backup files.

Important:

- This is a set of legacy features. It is recommended that the backup and restore menus available through the server's web management menus are used instead. See Backup and restore using Web Manager on page 346.

Related links

Immediate Backups on page 247
Scheduling Backups on page 249
Restoring Backups on page 250

Immediate Backups

About this task

Using the Voicemail Pro client, you can create an immediate backup.

Procedure

1. Open the Voicemail Pro Client application and connect to voicemail server.
2. From the **Administration** menu, select **Preferences** > **General** .
3. Click the **Backup & Restore** tab.
4. Click **Backup Now**.
5. Select the **Encrypt Backup** check box to protect backup files from unintended and malicious tampering.
6. Select the items that you want to include in the backup. Backup options descriptions on page 248.
7. To save the backup files locally, enter a local file path or a remote file path in UNC format (`\server\filepath`) in **Location**.
   - Default path: `/opt/vmpro/Backup/Scheduled`.

- On a Unified Communications Module, the paths /`media/sdb1 and /media/sdc1` can be used to access the module's USB slots.

8. If you want to save the backup files to a remote FTP server, select **Remote Backup Configuration** and proceed as follows:
   a. Enter the host name or the IP address of the remote FTP server in **Remote FTP Host**.
   b. Enter the absolute FTP path of the folder on the remote FTP server in **Remote FTP Location**.
   c. Enter the FTP user name in **FTP User Name**.
   d. Enter the FTP password in **FTP Password**.
   e. If you want to use SFTP for data transfer, select **SFTP**.
   f. Click **Test Connection** to verify the connectivity of the voicemail server to the remote FTP or SFTP server.

      If you receive an error message about the authenticity of the host.
9. Click **OK** to start the backup.

Note:

If a backup is in progress, the **Restore & Backup** dialog box displays **Abort** instead of **Backup Now**. Click **Abort** to abandon the backup in progress.

Related links

Client Backup and Restore on page 247
Backup options descriptions on page 248

Backup options descriptions

Options	Description
Voicemails	The voice messages received in the user and hunt group mailboxes.
User Greetings & Settings	The personal and temporary greetings, greeting configuration settings, mailbox configuration settings, outcalling configuration settings, and custom recordings.
Campaigns name	The responses received for campaigns.
Callflows, Modules & Conditions	The callflows, modules, conditions, and meta information for campaigns.
Module Recordings	The recordings for the various modules.
System Settings	The settings like Voicemail Pro settings, COS settings, debug settings, and so on.

Related links

Immediate Backups on page 247
Scheduling Backups on page 249

Scheduling Backups

About this task

Using the Voicemail Pro client, you can schedule a daily, weekly and monthly backup for the server.

Procedure

1. Open the Voicemail Pro application and connect to voicemail server.
2. From the **Administration** menu, select **Preferences** > **General** .
3. Click the **Backup & Restore** tab.
4. Click **Configure**.
5. Schedule a start time for the backup operation in the **Start** field.
6. Select the **Encrypt Backup** check box to protect backup files from unintended and malicious tampering.
7. Select the **Daily**, **Weekly**, and **Monthly** check boxes to enable the respective backup schedules.

   Note:

   At a given time, only one type of backup is run. If scheduled to start at the same time, a monthly backup gets priority over a weekly backup or a daily backup, and a weekly backup gets priority over a daily backup.
8. For each of the schedules that you enable, select the items that you want to include in the backup. See Backup options descriptions on page 248.
9. To save the backup files locally, enter a local file path or a remote file path in UNC format (`\server\filepath`) in the respective **Location** field.
   - Default path: `/opt/vmpro/Backup/Scheduled`.
10. If you want to save the backup files to a remote FTP server, select **Remote Backup Configuration** and proceed as follows:
    a. Enter the host name or the IP address of the remote FTP server in **Remote FTP Host**.
    b. Enter the absolute FTP path of the folder on the remote FTP server in **Remote FTP Location**.
    c. Enter the FTP user name in **FTP User Name**.
    d. Enter the FTP password in **FTP Password**.
    e. If you want to use SFTP for data transfer, select **SFTP**.
    f. Click **Test Connection** to verify the connectivity of the voicemail server to the remote FTP or SFTP server.

       If you receive an error message about the authenticity of the host, see Backup options descriptions on page 248.

11. Click **OK**.
12. Click **OK** to close the **System Preferences** dialog box.

Related links

Client Backup and Restore on page 247
Backup options descriptions on page 248

Backup options descriptions

Options	Description
Voicemails	The voice messages received in the user and hunt group mailboxes.
User Greetings & Settings	The personal and temporary greetings, greeting configuration settings, mailbox configuration settings, outcalling configuration settings, and custom recordings.
Campaigns name	The responses received for campaigns.
Callflows, Modules & Conditions	The callflows, modules, conditions, and meta information for campaigns.
Module Recordings	The recordings for the various modules.
System Settings	The settings like Voicemail Pro settings, COS settings, debug settings, and so on.

Related links

Immediate Backups on page 247
Scheduling Backups on page 249

Restoring Backups

About this task

You cannot use the Voicemail Pro client to restore previous backups it has taken. However, the backup files can be copied to the server and then restored using its web control menus.

Warning:

The restoration process requires the voicemail service to shutdown and restart. This does not occur if any Voicemail Pro client is connected to the service during the restore and leads to an incorrect restoration of files.

Procedure

1. Connect to Linux server using an SSH File transfer tool.

2. Copy the backup folder to the `/opt/vmpro/Backup/Scheduled/OtherBackups` folder on IP Office Application Server.
   - If the backups are saved on a remote FTP host, you can download the backup folder from the remote FTP host using an FTP client application.
   - If you are using a Voicemail Pro server running on Unified Communications Module, you can copy the backup folder to a USB storage.
3. Using a web browser, login directly to the server's web control menus on port 7071.
4. Click **Settings**, and select the **General** tab.
5. In the **Backup and Restore** section, click **Restore** for the **Voicemail** service.
6. Select the backup file that you want to restore.
7. Click **OK**.

Related links

Client Backup and Restore on page 247

Part 7: Recording Calls

Chapter 32: Recording Calls

In addition to the messaging services, you can use Voicemail Pro for the call recording service too. You can configure IP Office to trigger the recording of calls manually or automatically .

- If you are recording a conference call, the call recording continues if a new party joins the conference. However, the message that the call is being recorded is repeated every time a new party joins the conference.
- If you are recording a call and you park the call or you put the call on hold, the voicemail system pauses the call recording. When you resume the call, the call recording resumes too.
- If you are recording calls, the call recordings are saved in your mailbox, by default. However, you can change the destination location to save the call recordings.
- A recording by an agent that is intruding on to a call will keep recording after the intruded call has ended. This assists the agent to annotate the recording.

Feature	Description
Conference Capacity	Call recording uses conferencing capacity and so is subject to the available conferencing capacity of the IP Office system.
IP Trunks and Extensions	When the direct media path option is used with IP trunks and or an extension, the system will change the call to non-direct media during recording.
Call Recording Warning	In many countries, it is a legal requirement to inform the participants in a call that the call is being recorded. The Voicemail Pro does this by playing an **Play Advice on Call Recording** prompt which can be switched off. On automatically recorded calls, some telephones may also display a recording symbol.
Recording Duration	You can record all calls to a maximum duration of five hours. The actual maximum is configured in the voicemail server's system preferences.
Voice Recording Library (VRL)	By default recordings are placed into standard voicemail mailboxes. However, the IP Office system can be configured to support a separate voice recording library (VRL) application. In that case, once Voicemail Pro has recorded a call, the recording is transferred to the VRL application.

Related links

Call recording warning on page 254
Setting the maximum recording length on page 255
Getting Caller Consent on page 255

Call recording warning

In many locations, it is a local or national requirement to warn those involved in a call that they are being recorded. One method for doing this is to enable the Advice of Call Recording (AOCR) message provided by the voicemail server.

- The 'advice of recording' will always be played if the Advice of Call Recording message is enabled.
- A caller may not hear an 'advice of recording' announcement when the call is using analogue trunks. Analogue trunks do not support call status signaling so the 'advice of recording' announcement is played as soon as the trunk is seized even if the call is ringing and has not been answered.
- The **Play Advice on Call Recording** option is enabled by default.

The Advice of Call Recording Message

This message is provided in the file *aor_00.wav* for each language.

Related links

Recording Calls on page 253
Switching the recording warning on or off on page 254
Hiding the auto record indication on page 254

Switching the recording warning on or off

Procedure

1. From the Voicemail Pro client, click or select **Administration** > **Preferences** > **General**.
2. Click **Play Advice on Call Recording** to switch this option on (checked) or off (unchecked).
3. Click **OK**.
4. Click **Save & Make Live**.

Related links

Call recording warning on page 254

Hiding the auto record indication

About this task

In addition to the audible advice of call recording prompt , some Avaya terminals display REC to show that the call is being recorded. The display can be suppressed.

Procedure

1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click **System**.
3. In the System Configuration window, click the **System** tab.

4. Check **Hide auto recording**. The terminal display **REC** will be suppressed.
5. Save the configuration back to the IP Office system.

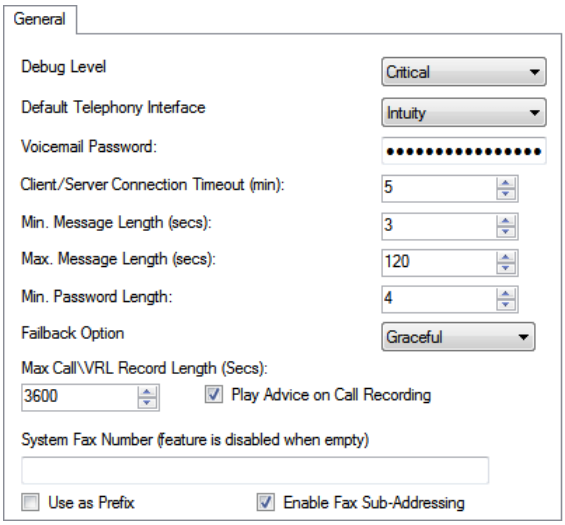
Related links

Call recording warning on page 254

Setting the maximum recording length

Procedure

1. Open the Voicemail ProClient application and connect to voicemail server.
2. Select **Preferences** and then **General**.



3. Set a value in the **Max. Call\VRL Record Length** field. The minimum value that you can set is 5 seconds. The maximum value that you can set is 18000 seconds (300 minutes).
4. Click **OK**.
5. Click **Save & Make Live** and select **YES**.

Related links

Recording Calls on page 253

Getting Caller Consent

In some scenarios, you may want to prompt the user as to whether they will allow call recording or not. If the recording is triggered by a call flow, then prompting for such consent and responding accordingly can be done in the call flow.

However, in some locales, it may also be a requirement to keep a record of the caller's consent. This can be done using the Consent Directive settings available with any action.

These cause a consent value to be included in the IP Office system's SMDR output for the call (0 = Not requested, 2 = Consent given, 6 = Consent denied). The consent value is also available to the IP Office system's DevLink3 CTI output.

Related links

Recording Calls on page 253
Getting Caller Consent example on page 256

Getting Caller Consent example

About this task

The customer has a sales group and wants to use automatic call recording to record samples of the calls that members of the group answer. However, local laws require them to prompt callers as to whether recording of their call is okay and to have a record of the caller's response.

Procedure

1. In the IP Office system configuration, they have setup 2 sales groups. They have the same members and settings, but only one has the it's automatic call recording settings enabled.
2. In the Voicemail Pro configuration, they have created a module that requests caller consent for recording.
    a. The menu action prompts the caller to press 1 if they are okay with call recording, 0 if not. It also has options for timeout and other responses.
    b. The two generic actions have the Consent Directive setting on their Reporting tab set to Consent Given and Consent Denied respectively.
    c. The 3 module return actions have been added for different possible caller responses.
    d. By doing this as a separate module, they can include it in call flows other that just sales. It also helps keep the view of those other call flows more simple.
3. Another module is created for incoming sales calls. In the IP Office system's incoming call route for sales calls, the destination has been set as VM:Sales.
    a. The recording consent module has been dragged into this call flow and its shown with a result link for each of its module return actions.
    b. The result for caller's who have agreed to call recording has been linked to an action that transfers the caller to the sales group that has automatic call recording enabled.
    c. The other results have been links to an action that transfers the caller to a sales group that does not have automatic call recording enabled.

Related links

Getting Caller Consent on page 255

Chapter 33: Voice recording library

When recording calls, either manually or automatically, the default option is to save the call recordings in a specified mailbox. The recordings can then be played in the same manner as a normal message is played.

However, if you set destination of any **Recording (Auto)** or **Recording (Manual)** setting to **Voice Recording Library** or **Voice Recording Library Authenticated**, then those recordings are saved to a VRL directory.

The VRL directory is the location that applications which perform call archiving regularly check to collect those call recordings. You can also specify VRL as the destination for calls recorded through a **Leave Mail** action in a call flow.

Related links

Setting the VRL Recording Format on page 257
Media Manager on page 258
Centralized Media Manager on page 258

Setting the VRL Recording Format

The format of recording required by the application collecting the VRL recordings can vary. This process lets you set the format used.

Procedure

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - System Preferences**.
3. Click on **Archive Solution** and select the option required:

Setting	Description
Media Manager	Save the recordings in `.opus` format for collection by the system's VRL application, for example Media Manager. • When using this format, all recordings are authenticated. That is, the **VRL** and **VRLA** methods of recording are the same.
External	Save the recordings in `.wav` format for collection by a 3rd-party call archiving application.

4. Click **Update**.

Related links

Voice recording library on page 257

Media Manager

Media Manager is a VRL application that runs on the same server as the voicemail service. It provides tools to sort, search, and playback recordings. It also supports archiving of recordings to DVD or network storage.

- For installation and configuration, refer to the separate Administering Avaya IP Office™ Platform Media Manager documentation.
- VRL is a licensed/subscribed feature:
  - For IP Office Subscription mode systems, the system requires a Media Manager subscription.
  - For IP Office Server Edition mode systems, it requires entry of Media Manager license into the configuration of the primary server.
    - For systems using dual-active voicemail servers, a license is required for both the primary and secondary servers.
  - For other IP Office mode systems, it requires a Media Manager license in the configuration of each system in the network.
- Media Manager must be configured to store recording on a separate drive from the voicemail server. This rules out any conflicts between the long-term storage of recording archives and the space available for mailbox messages.
- The files can be recorded as authenticated files for storage and playback. These files indicate if they have been modified in any way.

Related links

Voice recording library on page 257

Centralized Media Manager

Centralized Media Manager is supported by subscription mode systems. It is a VRL application that runs on the same cloud servers that are providing the systems subscriptions.

- VRL is a licensed/subscribed feature:
  - For IP Office Subscription mode systems, the system requires a Media Manager subscription.

- The files can be recorded as authenticated files for storage and playback. These files indicate if they have been modified in any way.

Related links

Voice recording library on page 257

Chapter 34: Manual call recording

There are several ways to start manually recording a telephone call.

SoftConsole

The SoftConsole operator can manually record all or part of a current telephone call.

- Press the ● button on the toolbar. The button acts as a toggle. Press the button again to stop recording.
- Select **Actions** > **Record Call**. This action toggles and so is also used to stop recording.
- Press **F5** to start recording. Press **F5** again to stop the recording.

4400 Series

Telephones in the 4400 Series with a Menu key can manually trigger call recording by:

- Press **Menu** > **Menu** > **Func** > **Recor**.

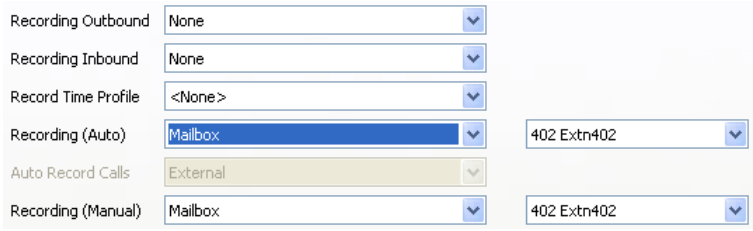
Related links

[Setting manual recording options](#) on page 260
[Setting a DSS key for manual recording](#) on page 261
[Using short codes](#) on page 262
[Customizing Manual Recording](#) on page 262

Setting manual recording options

About this task
Procedure

1. Open IP Office Manager and load the configuration from IP Office.
2. Click **User** and select the individual user.
3. Select the **Voice Recording** tab.



4. Use **Recording (Manual)** to specify the destination for the recordings. By default, this is a user's own mailbox.

Option	Description
Mailbox	This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
Voice Recording Library	These options are used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library on page 257 For recordings using the `.opus` format, the two settings operate the same (recordings are authenticated). For recordings using `.wav` format, only the **Voice Recording Library Authenticated** option produces authenticated recordings.
Voice Recording Library Authenticated	

5. Click **OK**.
6. Click to merge the configuration change back to the IP Office.

Related links

Manual call recording on page 260

Setting a DSS key for manual recording

About this task

The call record function can be programmed against a DSS key. When a DSS key has been programmed it can be pressed during a call to record the conversation.

Procedure

1. Open IP Office Manager and load the configuration from IP Office.
2. Click **User** and select the individual user.
3. Select the **Button Programming** tab.
4. Select the required DSS key and click **Edit**.
5. Click browse for the **Action**.
6. Select **Advanced** > **Call** > **Call Record**. Click **OK**.
7. In the **Action Data** field, enter a description that will appear on the telephone display.
8. Click **OK**.
9. Click to save the configuration file.

   A call is recorded if the user presses the programmed DSS key during any call. The caller will hear an announcement that the call is being recorded if the mandatory call recording warning is active. See Call Recording Warning on page 254.

Related links

Manual call recording on page 260

Using short codes

About this task

The short code feature "Call Record" can be used to trigger recording of calls into the user's designated mailbox. The example short code (*95) can be set up as a user short code or a system short code. In either case it will trigger recording.

Field	Description
Field	Contains...
Code	*95
Feature	**Call Record**
Telephone Number	[Leave blank]
Line Group ID	0

To use the short code:

Procedure

1. During a call, put the caller on hold.
2. Dial the short code. The call is automatically reconnected and recording begins.

Related links

Manual call recording on page 260

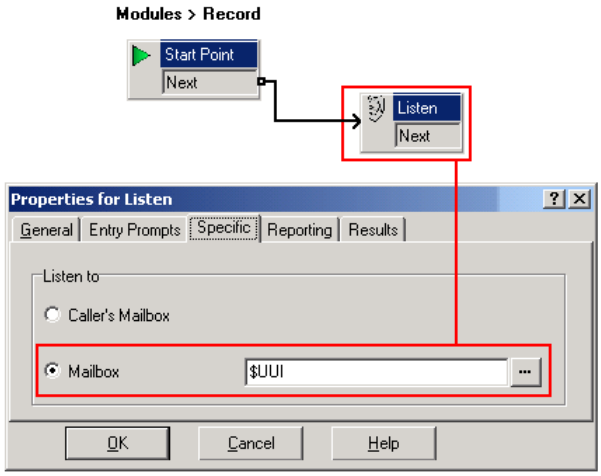
Customizing Manual Recording

Recording is performed by the voicemail server as a default task. However, a module named `Record` can be used to customize the operation of manual recording (`vrlmanual` for calls being recorded to the voice recording library).

Note:

If a `Record` module is created, it overrides the default record operation. Therefore it must at minimum emulate the default manual recording process of placing recordings into the mailbox of the user who triggered recording. For example, in the module call flow shown below, the **Listen** action is set to `$UUI`.

Whenever recording is triggered, `$UUI` contains the user name of the user who that triggered the recording process.



Related links

[Manual call recording](#) on page 260

Chapter 35: Automatic call recording

The IP Office system can be configured to automatically record calls based on based on particular elements involved in the call.

Trigger	Incoming	Outgoing	Default Recording Destination	Duration[1]
Incoming Call Route	Yes	–	None	For the call duration.
Hunt Group	Yes	–	Hunt group mailbox	Until ended or transferred to a user outside the hunt group or its overflow group.
User	Yes	Yes	User mailbox	Until the user ends or transfers the call.
Account Code	No	Yes	User mailbox	
System Conference	Yes	–	Conference mailbox	For the conference duration

1. Up to the voicemail server's configured **Max. Call\VRL Record Length** setting. See Setting the maximum recording length on page 255.

Note the following:

- Individual calls can match several recording criteria. In that case, the following applies:
  - If the destinations for the recordings are different, separate recordings occur with the durations are indicated above.
  - If the destinations for the recordings are the same, a single recording is made using either the incoming call route, hunt group or user duration in that order or priority.
- Multiple recordings of the same call use multiple voicemail channels.
- Time profiles can be used to control when automatic call recording is used.
- For inbound calls recording will not take place if the call goes to normal voicemail.
- Different frequency settings, set in percentage terms, can be applied to the automatic recording of inbound and outbound calls.
- A mandatory setting can be used to return a busy tone when call recording is triggered but no voicemail ports are available.
- Where calls have been answered using a Line appearance button, the call recording goes to the mailbox setting of the original call route destination.

Related links

Setting automatic recording options for a user on page 265
Setting automatic call recording for a hunt group on page 266
Setting automatic call recording for an incoming call route on page 267

Setting automatic call recording for an outgoing account call on page 268
Setting automatic call recording for a system conference on page 269
Customizing Auto Recording on page 270

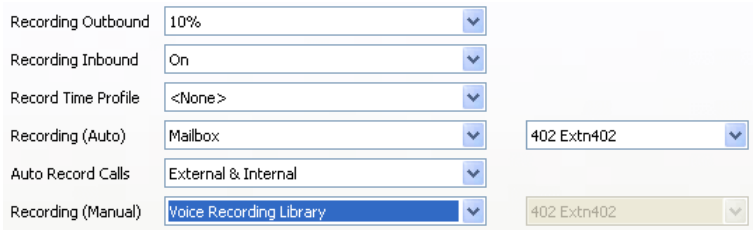
Setting automatic recording options for a user

About this task

This process configure automatic call recording for a user.

Procedure

1. Open IP Office Managerand load the configuration from IP Office.
2. Click **User**. Select the required user.
3. Select the **Voice Recording** tab.



4. From the **Record Inbound** and **Record Outbound** drop-down lists, select the recording frequency required. For inbound calls, recording stops if the call also goes to normal voicemail.

Option	Description
None	Do not record.
On	Record all calls if possible.
Mandatory	Record all calls. If recording is not possible, return busy tone to the caller.
xx%	Record calls at intervals matching the set percentage, example, for every other call for **50%**.

5. Use **Record Time Profile** to select a time profile that specifies when automatic call recording will be active. If not set, recording is active at all times.
6. Use **Auto Record Calls** to select whether **External** or **External & Internal** calls are included.
7. Use **Recording (Auto)** to specify the destination for the recordings. By default, this is a user's own mailbox.

Option	Description
Mailbox	This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
Voice Recording Library	These options are used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library on page 257 For recordings using the `.opus` format, the two settings operate the same (recordings are authenticated). For recordings using `.wav` format, only the **Voice Recording Library Authenticated** option produces authenticated recordings.
Voice Recording Library Authenticated	

8. Click **OK**.
9. Click to send the configuration back to the IP Office.

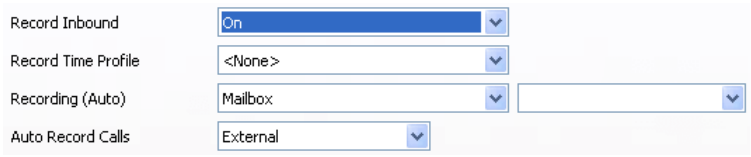
Related links

Automatic call recording on page 264

Setting automatic call recording for a hunt group

Procedure

1. Open IP Office Managerand load the configuration from IP Office.
2. Click **Group**.
3. Select the required hunt group.
4. Select the **Voice Recording** tab.



5. Use **Record Time Profile** to select a time profile that specifies when automatic call recording will be active. If not set, recording is active at all times.
6. Use **Auto Record Calls** to select whether **External** or **External & Internal** calls are included.
7. From the **Record Inbound** drop-down lists select the recording frequency required. For inbound calls, recording stops if the call also goes to normal voicemail.

Option	Description
None	Do not record.
On	Record all calls if possible.

Table continues…

Option	Description
Mandatory	Record all calls. If recording is not possible, return busy tone to the caller.
xx%	Record calls at intervals matching the set percentage, example, for every other call for **50%**.

8. Use **Recording (Auto)** to specify the destination for the recordings.

Option	Description
Mailbox	This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
Voice Recording Library	These options are used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library on page 257 For recordings using the `.opus` format, the two settings operate the same (recordings are authenticated). For recordings using `.wav` format, only the **Voice Recording Library Authenticated** option produces authenticated recordings.
Voice Recording Library Authenticated	

9. Click **OK**.
10. Click to send the configuration back to the IP Office.

Related links

Automatic call recording on page 264

Setting automatic call recording for an incoming call route

Procedure

1. Open IP Office Manager and load the configuration from IP Office.
2. Click **Incoming Call Route**.
3. Select the required incoming call route.
4. Select the **Voice Recording** tab.

5. From the **Record Inbound** drop-down lists select the recording frequency required. For inbound calls, recording stops if the call also goes to normal voicemail.

Option	Description
None	Do not record.

Table continues…

Option	Description
On	Record all calls if possible.
Mandatory	Record all calls. If recording is not possible, return busy tone to the caller.
xx%	Record calls at intervals matching the set percentage, example, for every other call for **50%**.

6. Use **Record Time Profile** to select a time profile that specifies when automatic call recording will be active. If not set, recording is active at all times.
7. Specify the destination for the recordings or select the option to place the recordings in the voice recording library.

Option	Description
Mailbox	This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
Voice Recording Library	These options are used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library on page 257 For recordings using the `.opus` format, the two settings operate the same (recordings are authenticated). For recordings using `.wav` format, only the **Voice Recording Library Authenticated** option produces authenticated recordings.
Voice Recording Library Authenticated	

8. Click **OK**.
9. Click to send the configuration back to the IP Office.

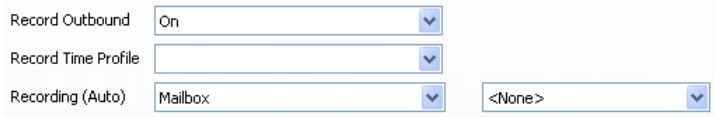
Related links

Automatic call recording on page 264

Setting automatic call recording for an outgoing account call

Procedure

1. Open IP Office Manager and load the configuration from IP Office.
2. Click **Account Code**.
3. Select the required account code.
4. Select the **Voice Recording** tab.



5. From the **Record Outbound** drop-down lists select the recording frequency required.

Option	Description
None	Do not record.
On	Record all calls if possible.
Mandatory	Record all calls. If recording is not possible, return busy tone to the caller.
xx%	Record calls at intervals matching the set percentage, example, for every other call for **50%**.

6. Select the **Record Time Profile** is required. If not set, recording is applied at all times.
7. Set the **Recording (Auto)** destination:

Option	Description
Mailbox	This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
Voice Recording Library	These options are used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library on page 257 For recordings using the `.opus` format, the two settings operate the same (recordings are authenticated). For recordings using `.wav` format, only the **Voice Recording Library Authenticated** option produces authenticated recordings.
Voice Recording Library Authenticated	

8. Click **OK**.
9. Click to send the configuration back to the IP Office.

Related links

Automatic call recording on page 264

Setting automatic call recording for a system conference

System conferences can be configured for automatic recording.

Procedure

1. Using IP Office Manager or IP Office Web Manager, select **Call Management** > **Voicemail** > **Conferences**.
2. Select the system conference that you want to recorded.
3. Set the **Recording Type** to **Automatic**.
4. Set the **Conference Mailbox** to the required destination:
5. Save the changes.

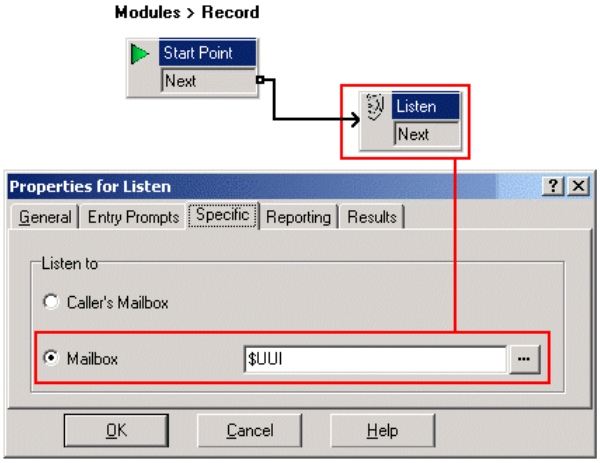
Related links

Automatic call recording on page 264

Customizing Auto Recording

Auto-recording is performed by the voicemail server as a default task. However, a module named `AutoRecord` can be used to customize the operation of auto-recording (`vrlauto` for calls being recorded to the voice recording library).

Whenever auto recording is triggered, `$UUI` contains either the account code, user name or hunt group name that triggered the auto recording.



The value of condition **Account1** is checked using a **Test Condition** action.

- If true, the call is recorded using a **Listen** action, which specifies the mailbox for the recording.
- If false, the next condition test is tried.

The conditions, created within the **Condition Editor**, compare the variable `$UUI` against possible account code values.

The final **Listen** action, used if none of the condition tests are true, has its mailbox set to `$UUI`. If `$UUI` hasn't matched any account code being used for auto recording, then its value will be either the user name or hunt group name that triggered the auto recording.

Related links

Automatic call recording on page 264

Part 8: Examples

Voicemail Pro examples

This section contains a number of examples for specific areas of Voicemail Pro operation.

For a set of simple examples, refer to the Voicemail Pro Example Exercises manual. That document contains a series for setting up a basic auto attendant and then adding additional features. Working through that document should leave you familiar with the process of setting up and testing call flows.

Chapter 36: Routing calls to voicemail

There are different methods by which callers can be transferred to voicemail. The transfer can be used to route the caller to a specific mailbox to leave or collect messages or to a particular Voicemail Pro start point. The sections that follow describe the use of Voicemail Collect short codes and **VM:** paths as telephone numbers. These can then be applied to dialing and DSS keys SoftConsole. An example Voicemail Pro module is included which the transferred caller can use to select the extension to which they want to talk or leave a message.

· VM: versus Short Codes

- The **VM:** method is easier to deploy. For IP Office applications such as SoftConsole, it can be used without the need to access and change the IP Office configuration using IP Office Manager. However, the disadvantage is that **VM:** cannot be dialed from a physical telephone. Short codes have the advantage that they can be dialed at an extension once set up through IP Office Manager.

Related links

Routing calls to voicemail on page 272
Transferring Calls to Voicemail on page 273
Using Short Codes to Access Voicemail on page 273
Using VM: to access voicemail on page 274
Voicemail telephone numbers on page 275
Setting extension using Voicemail Pro module on page 276

Routing calls to voicemail

If a user has voicemail switched on, calls will be automatically routed to voicemail if either:

1. The extension is busy and call waiting has not been enabled.
2. The user has do not disturb set or the extension is not answered within the No Answer Time as set in IP Office Managerprogram (default 15 seconds).

The caller hears the standard greeting message *'Your call is being answered by IP Office. The caller hears the standard greeting message 'Your call is being answered by IP Office. <Name> is not available. To leave message, wait for the tone,'*. Users can record their own greeting messages, if required. When new messages are received, the user's telephone call display or the one-X Portal for IP Office application is updated to show the number of new messages waiting. If Voicemail Ringback is enabled, the Voicemail Server calls the user's extension to deliver new messages when the user next uses the telephone. All messages are stored until they have been listened to and are then automatically deleted after a set time period. The default time period for IP

Office mode is 36 hours. In IP Office mode users can designate a message as saved so that it is not automatic deleted. A mailbox owner can turn voicemail and voicemail ringback on or off using the one-X Portal for IP Officeapplication. The default short codes can also be used. The default short codes are:

- `*18` - To turn voicemail on.
- `*19` - To turn voicemail off.
- `*48` - To turn voicemail ring back on.
- `*49` - To turn voicemail ring back off.

Related links

Routing calls to voicemail on page 272

Transferring Calls to Voicemail

The facility to transfer a call directly to a user's voicemail is available using the SoftConsole application. For users who are not using these applications, you can create a short code for them.

Field	Setting
Code	*201
Feature	Voicemail Collect
Telephone number	"#Extn201"
Line Group ID	0

When creating short codes for use with voicemail, the ? indicates "collect voicemail" and the # indicates "deposit voicemail". The telephone number entry must also be enclosed by quotation marks as shown in the example.

Related links

Routing calls to voicemail on page 272

Using Short Codes to Access Voicemail

The short code Voicemail Collect feature can be used to route callers to voicemail. The voicemail service they receive is set by the telephone number field which should be enclosed in quote marks. See Voicemail telephone numbers on page 275.

The examples use *80 but any available short code could be used.

Example 1: Access to the Mailbox Main

The following short code will access the mailbox for Main. The ? indicates that it is to collect messages. A # is used to indicate leave a message in the mailbox.

Field	Setting
Code	*80
Feature	Voicemail Collect
Telephone Number	"?Main"
Line Group ID	0

Example 2: Access a Voicemail Pro Module

If a Voicemail Pro module has been created and called TimeCheck, the following short code could be used to access it.

Field	Setting
Code	*80
Feature	Voicemail Collect
Telephone Number	"TimeCheck"
Line Group ID	0

The **Voicemail Node** short code feature can also be used to access short code start points. It uses the short code start point name as the telephone number without surrounding brackets.

Related links

Routing calls to voicemail on page 272

Using VM: to access voicemail

About this task

Another method for accessing voicemail is the VM: option, where VM: is followed by the name of the mailbox or Voicemail Pro start point required. This can be used in the telephone number field of IP Office applications such as SoftConsole and Manager.

- Example 1: SoftConsole access to the mailbox Main — The user wants single click access to check for messages in the hunt group mail box Main (extension ID 200).

Procedure

1. Start **SoftConsole**.
2. Click one of the BLF panel tabs.
3. Right-click and select **New** > **Group Member**.
4. Type a `Name`, for example *Messages*.
5. Type a `Number`, in this case enter `VM:?Main` or `VM:?200` .
6. Click **OK**. The operator can now check for messages in that group mailbox with a single click

Example 2: Incoming Call Routing— The VM notation can be used in the **Destination** field of a Manager Incoming Call Route. You can then route calls that match the Incoming Call Route's criteria to a particular mailbox or Voicemail Pro module.

Related links

Routing calls to voicemail on page 272

Voicemail telephone numbers

This section describes the options that can be used with Voicemail Collect short codes and with VM: to access a mailbox or Voicemail Pro start point.

	Short Code	Application Number Field
Collect Messages	?200	VM:?200
	"?Main"	VM:?Main
Leave Messages	#200	VM:#200
	"#Main"	VM:#Main

A user accessing a mailbox will be prompted for the voicemail PIN code if not accessing from a trusted source. See Creating a Trusted Location on page 193.

Voicemail Pro Start Points

The following only apply when a matching start point has been set up. If a short burst of ringing is required then # should be inserted before the start point name. This is useful if transferring callers as it completes the transfer before the Voicemail Prompts begin.

	Short Code	Application Number Field
User Start Points	for examples a user called Extn205.	
Collect	"Extn205.Collect"	VM:Extn205.Collect
Leave	"Extn205.Leave"	VM:Extn205.Leave
Callback	"Extn205.Callback"	VM:Extn205.Callback
Queued	-	-
Still Queued	-	-
Group Start Points	for example a group called Main.	
Collect	"Main.Collect"	VM:Main.Collect
Leave	"Main.Leave"	VM:Main.Leave
Queued	-	-
Still Queued	-	-
Default Start Points		
Collect	"Default.Collect"	VM:Default.Collect

Table continues…

Leave	"Default.Leave"	VM:Default.Leave
Queued	-	VM:Default.Queued"
Still Queued	-	VM:Default.Still Queued"
Short Code Start Points	for example a shortcode start point called DVM.	
	"Short Codes.DVM"	VM:Short Codes.DVM
Module Start Points	for these examples a module called Attend…	
	"Attend"	VM:Attend
Campaigns	for example a campaign called Catalogue.	
Leave	-	VM:Catalogue
Collect	-	VM:Catalogue.Collect

The **Voicemail Node** short code feature can also be used to access short code start points. It uses the short code start point name as the telephone number without surrounding brackets.

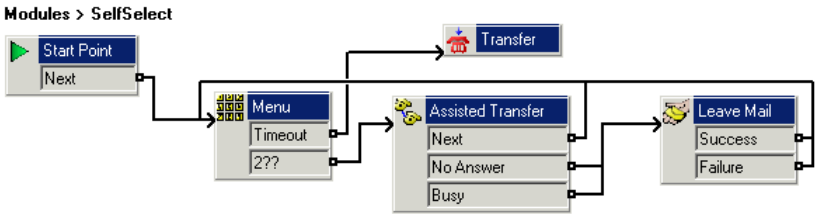
Related links

[Routing calls to voicemail](#) on page 272

Setting extension using Voicemail Pro module

About this task

This example creates a Voicemail Pro module that callers can use to select the extensions to which they want to be connected. If that extension is busy or does not answer they can then leave a message in the target mailbox.



Procedure

1. In Voicemail Pro, add a module called `SelfSelect`.
2. Add a **Menu** action. Set the properties as:
   - On the **Touch Tones** tab, set the **Timeout** option set to 5 seconds. This gives the action a timeout result which can be used if the caller does nothing or does not have DTMF dialing.
   - IP Office has extensions and groups numbered in the 200 to 299 range. The touch tone sequence **2??** is added to match any dialing in that range.
   - In **Entry Prompts**, a prompt is recorded along the line of "Dial the number you want or wait for reception".

3. Add **Transfer** action.

   In **Transfer** properties, on the **Specific** tab set **Destination** to `Main`, the hunt group containing receptionists.

   A connection is added from the **Menu** action's **Timeout** result to the **Transfer** action.

4. Add an **Assisted Transfer** action.

   In **Transfer** properties, on the **Specific** tab set **Mailbox** to `$KEY`.

5. The **Assisted Transfer** action's **No Answer** and **Busy** results are connected to the **Leave Mail** action.

6. The **Assisted Transfer** action's **Next** result and **Leave Mail** action is connected to the **Success** and **Failure** action, results back to the **Menu** action.

   The **Success** and **Failure** actions are only used if the caller presses 0 when in the mailbox.

Result

The call flow was then saved and made live.

Related links

Routing calls to voicemail on page 272
Creating a matching short code on page 277
Using the Module on page 278

Creating a matching short code

About this task

A short code was needed that could be used to route callers to the **SelfSelect** module.

Procedure

1. Start IP Office Managerand receive the configuration.
2. A new system short code was added so that it would be available to all callers. The short code ***80** was set up as shown in the table.

Field	Contains...
Code	*80
Feature	Voicemail Collect
Telephone Number	"#SelfSelect"
Line Group Id	0

3. The entry `"#SelfSelect"` indicates the name of the Voicemail start point for the call, in this case the VoicemailProSelfSelect module.
4. For a module start point, the **#** is optional. Using it provides a short period of ringing before the module actions start. This is useful if manually transferring a caller as otherwise they may miss the start of the module's entry prompts.

5. The new configuration was merged.
6. At any extension the routing can be tested by dialing ***80**. We can then wait to be transferred to reception or dial the extension or group that we want.

Related links

Setting extension using Voicemail Pro module on page 276

Using the Module

The short code ***80** can now be assigned or the path **VM:SelfSelect** to whichever method the user wants to transfer callers to the voicemail service.

A further suggestion is to provide a system short code to deal with callers who dial an invalid extension number. For our example, a short code **2??/./"SelfSelect"/VoicemailCollect** would reroute such callers back to the **SelfSelect** module.

Related links

Setting extension using Voicemail Pro module on page 276

Chapter 37: Announcements

Announcements can be played when:

- **Callers are waiting to be answered or queued against a hunt group**:

  With Voicemail Pro, the announcements and actions provided to a caller held in a group's queue can be customized using the Queued and Still Queued start points for that group. The call can be answered at any stage of the announcement. See Configuring Announcements on page 200.

- **Calls are going to be recorded**:

  In many locations, it is a local or national requirement to warn those involved in a call that they are being recorded. See Call Recording Warning .Call recording warning on page 254.

- **Calls are received**:

  A call flow containing an announcement can be created so that all callers hear a mandatory announcement. The announcement is played before the call is answered. See Mandatory Announcement Example on page 279.

- **Calls are queuing against a user's extension**:

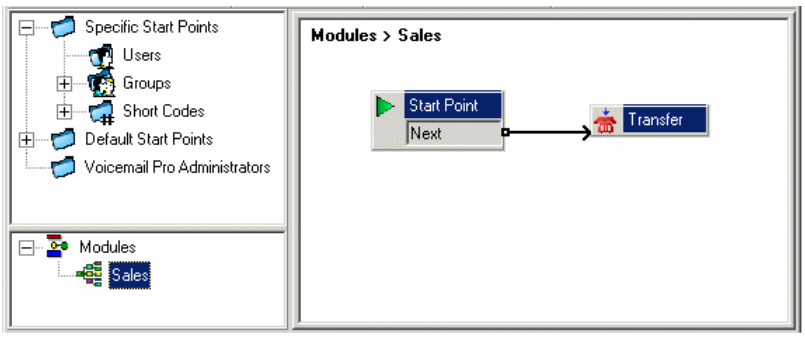
  Users can configure their personal announcements. When a user's extension is busy, any new calls are held in a queue against the busy extension until the No Answer Time is reached. The caller will hear the user's personal announcement before being transferred to voicemail, if available. See Personal Announcements on page 280.

Related links

Mandatory announcement example on page 279
Personal announcements on page 280

Mandatory announcement example

The screen below shows an example of a call flow that plays an announcement to any caller to the sales hunt group. Callers entering at this start point cannot bypass the announcement.



The **Entry Prompt** of the transfer action contains the announcement. After the announcement is played the caller is transferred to the sales hunt group as specified in the **Specific** tab. See Transfer Action on page 124. Once the call flow has been created, IP Office needs to be configured so that callers are transferred to the call flow. In IP Office Manager the destination for the incoming call route is entered as **VM:Sales**. The incoming call route targets the voicemail module 'Sales'. As the call flow module name is the same as the hunt group name, if voicemail is unavailable the call will automatically be routed to the hunt group. The calls will not be lost but the callers will not have heard the announcement. If calls are required to only be answered after they have heard the announcement, make sure that the call flow module name is different from the hunt group name. If voicemail is unavailable the call will not be transferred to the target hunt group.

Related links

Announcements on page 279

Personal announcements

Voicemail Pro supports personal announcements that are played when a caller is queuing against a user's extension number. A call will be held in a queue when the user's extension is busy before passing to voicemail, if voicemail is available. Personal announcements are enabled in the same way as hunt group announcements , but using the **User | Announcements** tab in IP Office Manager.

- If the user requires announcements only, voicemail should be turned off for the user.
  - Start points can be amended to include other actions. Using Voicemail Pro, you can customize personal announcements using user **Queued** and **Still Queued** start points in the same ways as customizing hunt group announcements . For example, a menu action could be added to the **Still Queued** start point giving users the option to continue to hold for the caller or to transfer to reception.
- If voicemail is on the announcements are played until the **No Answer Time** is reached. The caller is then transferred to the user's voicemail. The system default setting for **No Answer Time** is 15 seconds, however it can be set for individual users.

Related links

Announcements on page 279

Chapter 38: Change Language

Voicemail Pro can be used in a wide range of languages. For external callers, the Voicemail Pro tries to match the Locale setting of the IP Office system. For internal callers, if they have a different user locale in their user setting, Voicemail Pro tries to match that language. With centralized Voicemail Pro, the default locale is that of the central IP Office. If users on the remote IP Office want different language prompts, each of their user locales must be changed separately.

- If prompts for a required language are not installed, Voicemail Pro has a set of rules that it follows to find the best alternate language. See Supported languages on page 281. For example:
- If prompts are not available for users with their locale set to French Canadian, the server looks for French prompts instead.

If French prompts are not installed, it looks for English US and finally English UK.

The language played to a caller can also be changed during a call. This is achieved using a **Select System Prompt** action. See Changing the Language of System Prompts on page 283.

Related links

Supported languages on page 281
Call locale resolution on page 283
Changing the language of system prompts on page 283
Changing the language of custom prompts on page 285

Supported languages

By default the prompts installed match the installer language selection plus English. If other languages are required they need to be selected by doing a custom installation. The Voicemail Pro prompts that are available for installation are listed in the table below. The availability of a language in voicemail does not necessarily indicate support for IP Office in a country that uses that language.

Language	WAV Folder	Fallback Order	TTS	
			Local	Google
Arabic	–	**ara** > **en**	–	Yes
Brazilian Portuguese	`ptb`	**pt** > **en**	Yes	Yes
Chinese (Cantonese)	`zzh`	**en** > **enu**	–	–

Table continues…

Language	WAV Folder	Fallback Order	TTS	
			Local	Google
Chinese (Mandarin)	ch	**en** > **enu**	Yes	–
Czech	–	**en**	–	Yes
Danish	da	**en**	Yes	Yes
Dutch	nl	**en**	Yes	Yes
English (Australian)	–	**en**	–	Yes
English (UK)	en	**en**	Yes	Yes
English US	enu	**en**	Yes	Yes
Finnish	fi	**en**	Yes	Yes
French	fr	**frc** > **en**	Yes	Yes
French Canadian	frc	**fr** > **enu** > **en**	Yes	Yes
German	de	**en**	Yes	Yes
Greek	el	**en**	Yes	Yes
Hungarian	hu	**en**	–	Yes
Italian	it	**en**	Yes	Yes
Japanese	jp	**en**	–	Yes
Korean	ko	**en**	–	–
Mediterranean	heb	**en**	–	–
Norwegian	no	**en**	Yes	Yes
Polish	pl	**en**	Yes	Yes
Portuguese	pt	**ptb** > **en**	Yes	Yes
Russian	ru	**en**	Yes	–
Spanish	es	**eso** > **en**	Yes	Yes
Spanish (Colombia)	eso	**es** > **enu** > **en**	Yes	–
Swedish	sv	**en**	Yes	Yes
Turkish	trk	**en**	–	Yes

TTY Teletype Prompts

TTY (Teletype (Textphone) is included in the list of languages that can be installed. TTY is a text-based system that is used to provide services to users with impaired hearing. See Support for callers with impaired hearing on page 320.

International Character Set

If you enter text that uses non-English characters, enter the text within quotes for the system to display it correctly. For example, enter *"Fonctionnalités de recherche sur le Web"* for *Fonctionnalités de recherche sur le Web* and *"Maps für Handys"* for *Maps für Handys*.

Related links

Change Language on page 281

Call locale resolution

When the IP Office routes a call to the voicemail server it indicates the locale for which matching prompts should be provided if available. Within the IP Office configuration, a locale is always set for the system. However differing locales can be set for each user, incoming call route and for short codes in addition to the default system locale.

The locale sent to the voicemail server by the IP Office is determined as follows:

Locale source	Usage
Short Code Locale	The short code locale, if set, is used if the call is routed to voicemail using the short code.
System Locale	If no user or incoming call route locale is set system locale is used unless overridden by a short code locale.
Incoming Call Route Locale	The incoming call route locale, if set, is used if the caller is external.
User Locale	The user locale, if set, is used if the caller is internal.

If the prompts matching the IP Office locale are not available, the voicemail server will provide prompts from a fallback language if available.

If required, the language provided by a voicemail call flow can be changed using a **Select System Prompt Language** action.

Related links

Change Language on page 281

Changing the language of system prompts

About this task

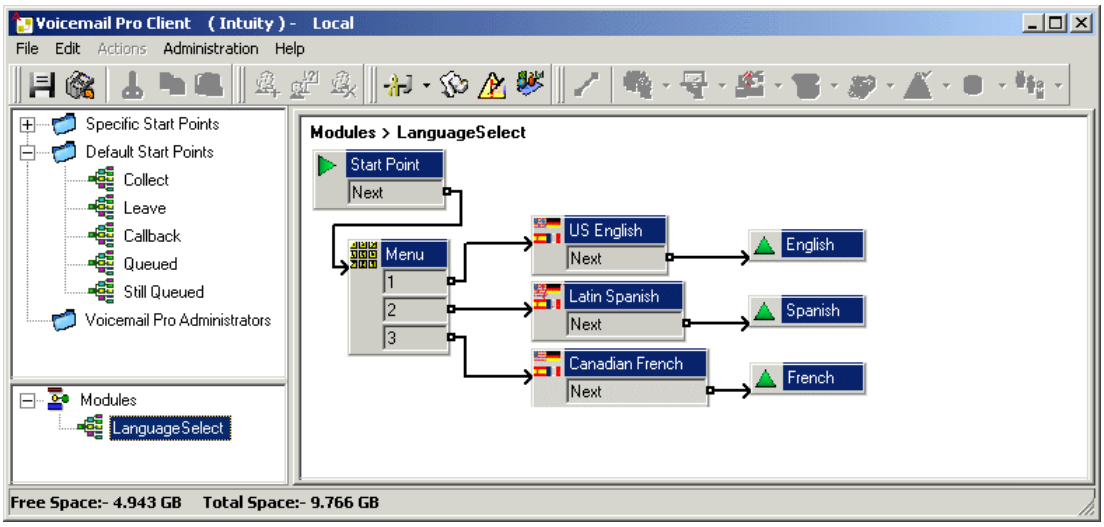
With the **Select System Prompt Language** action you can change the language that is used in a call flow from that of the IP Office system or the mailbox user's locale. A step by step example that illustrates how to use the **Select System Prompt Language** action is provided here.

- The **Select System Prompt Language** action changes the default language prompts but not any custom prompts. To change the custom prompts, use the `$LOC` variable in the path to the custom prompt files. See Changing the Language of Custom Prompts . on page 285

Example: In a small hotel, Voicemail Pro is providing mailboxes for rooms. To assist the room users, we want to start message collection by letting them indicate their preferred language for Voicemail Prompts.

Procedure

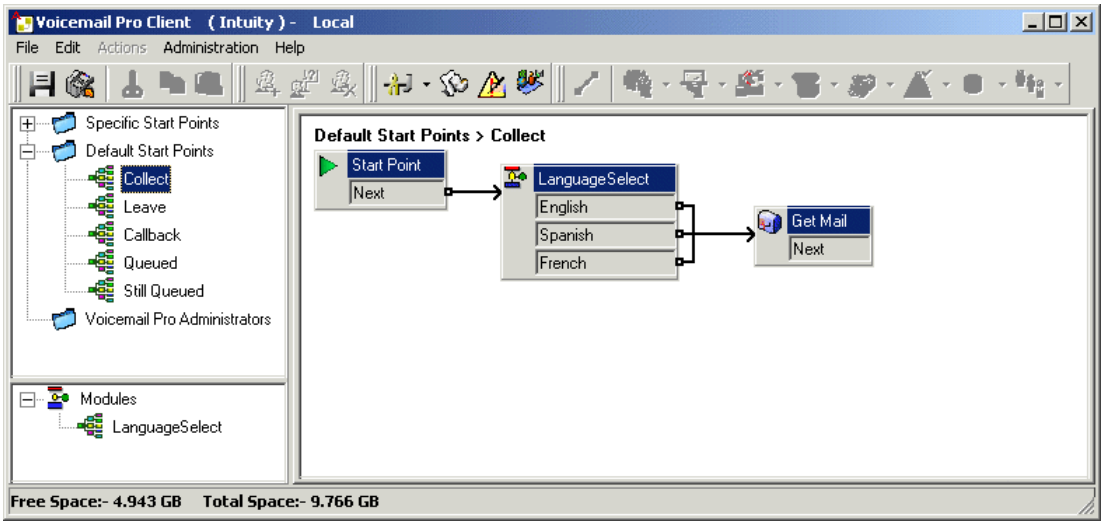
1. First a module for language selection was created.



   The module contains a **Menu** action with a **Select System Prompt Language** action set to the required language for each key press.

   - For the **Menu** action an **Entry Prompts** was recorded asking the user to indicate their language choice; `"Press 1 for English, 2 por Español, 3 pour Français"`.
   - The **Select System Prompt Language** actions were all connected to **Module Return** actions.

2. Next the default start point for message collection was altered. The `Language Select` module and a **Get Mail** action were inserted.



3. The actions for language selection could have been inserted directly into the call flow. However, by doing it as a module the language selection process can be reused in other start points.

Related links

Change Language on page 281

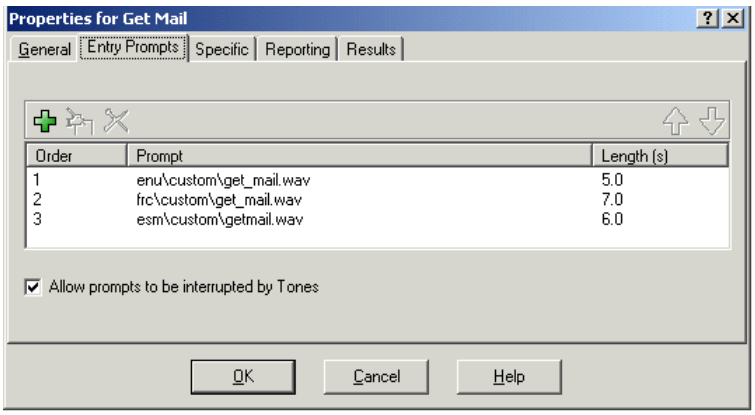
Changing the language of custom prompts

About this task

Instead of using multiple return points from a Language Select module (one for each language) and linking to separate **Get Mail** actions (each with an **Entry Prompts** in the required) language, you can use a single **Get Mail** action.

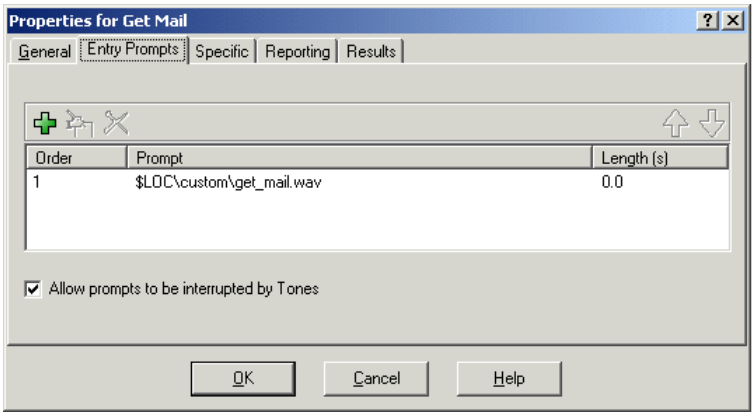
Procedure

1. Through the **Get Mail** action's properties, record an **Entry Prompts** for US English users and save it as `enu\custom\getmail.wav`.
2. Record a similar prompt for French Canadian users and Latin Spanish users. Use the same file name each time and save each file in a different language folder.



3. Delete all except one of the entry prompt entries. That this does not delete any of the recorded prompts.

4. For the remaining entries, change the file path by inserting `$LOC` in place of the language folder name, for example `$LOC\custom\getmail.wav`.



Related links

Change Language on page 281

Chapter 39: Using text-to-speech (TTS)

The voicemail service can use text-to-speech (TTS) for several functions:

- Automatically provide an entry prompt for actions using the action's description text.
- Add spoken prompt's during a call flow using **Speak Text** actions.
- Perform email reading.
- Speech recognition (on subscription IP Office systems using Google speech).

Depending on the type of IP Office server, you can add TTS using the following methods:

Method	Description
Local TTS	• Local TTS is supported by PLDS licenses and subscription IP Office system. Languages are added by installing files on the same server as the Voicemail Pro service. - PLDS licensed IP Office systems require TTS licenses. - Subscription IP Office systems do not require any additional subscriptions. • **Languages:** Brazilian (Portuguese), Chinese (Mandarin), Danish, Dutch, English (UK), English (US), Finish, French, French (Canadian), German, Greek, Norwegian, Polish, Portuguese, Russian, Spanish, Spanish (Colombian) and Swedish. - By default, IP Office on includes English. To install other languages, see the Deploying IP Office Server Edition manual.
Google speech TTS	• Google speech is supported on subscription IP Office systems only. It uses internet connect to Google to generate prompt when required. - Subscription IP Office systems do not require any additional subscriptions. • **Languages:** Arabic, Brazilian Portuguese, Czech, Danish, Dutch, English (Australian), English (UK), English (US), Finish, French, French (Canadian), German, Greek, Hungarian, Italian, Japanese, Norwegian, Polish, Portuguese, Spanish, Swedish and Turkish. • Using Google speech automatically overrides any local TTS services.

Related links

Installing local TTS speech engines on page 288
Enabling Google Speech TTS on page 288
Using the Speak Text Action on page 289
Text to speech SSML controls on page 290
Setting Up Text To Speech to Read Email on page 293
Configuring email reading on page 293

Installing local TTS speech engines

Local TTS uses RPM files, one for each language, installed on the same server as the voicemail service.

- Local TTS is supported by PLDS licenses and subscription IP Office system. Languages are added by installing files on the same server as the Voicemail Pro service.
  - PLDS licensed IP Office systems require TTS licenses.
  - Subscription IP Office systems do not require any additional subscriptions.
- **Languages:** Brazilian (Portuguese), Chinese (Mandarin), Danish, Dutch, English (UK), English (US), Finish, French, French (Canadian), German, Greek, Norwegian, Polish, Portuguese, Russian, Spanish, Spanish (Colombian) and Swedish.
  - By default, IP Office on includes English. To install other languages, see the Deploying IP Office Server Edition manual.

Note:

- If Google speech is also enabled on the system, use of Google speech for TTS overrides locally installed TTS.

Related links

Using text-to-speech (TTS) on page 287

Enabling Google Speech TTS

About this task

Subscription systems can use Google speech to provide text-to-speech prompts and automatic speech recognition. These can be used with auto-attendants and system conferences.

- Google speech is supported on subscription IP Office systems only. It uses internet connect to Google to generate prompt when required.
  - Subscription IP Office systems do not require any additional subscriptions.
- **Languages:** Arabic, Brazilian Portuguese, Czech, Danish, Dutch, English (Australian), English (UK), English (US), Finish, French, French (Canadian), German, Greek, Hungarian, Italian, Japanese, Norwegian, Polish, Portuguese, Spanish, Swedish and Turkish.
- Using Google speech automatically overrides any local TTS services.

Procedure

1. Using IP Office Manager or IP Office Web Manager, select **System** > **Voicemail**.
2. Enable **Google Speech AI**.
3. Select the default **Speech Language** and **Speech Voice** the system should use. This default choice can be overridden within specific call flows using **Select System Prompt Language** and within the prompt editor when configuring TTS prompts.

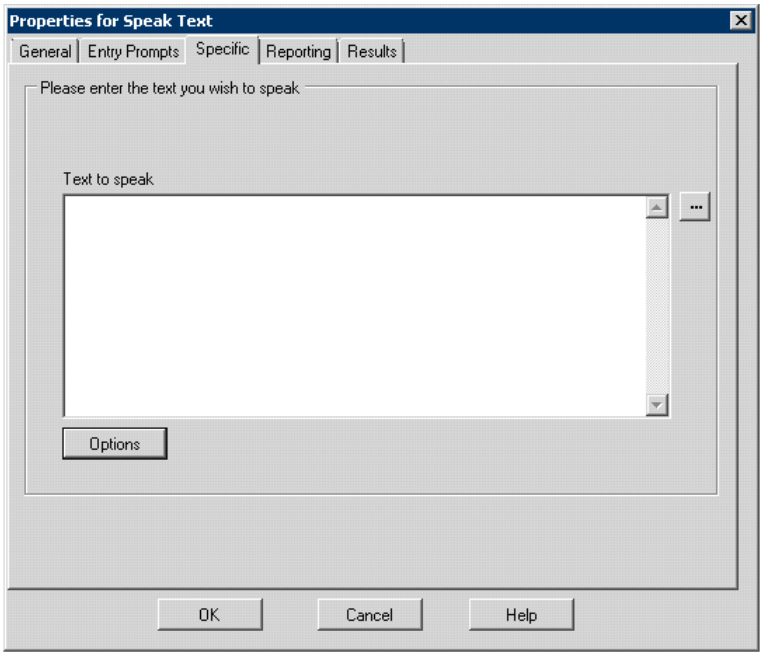
4. Save the updated settings.

Related links

Using text-to-speech (TTS) on page 287

Using the Speak Text Action

One method of employing TTS is through adding a **Speak Text** action to a call flow. The text to be spoken is entered in the action's **Specific** tab.



This text can include combinations of:

- Typed text sentences.
- Call variables . For example:
  - Entering `$KEY` would be replaced when spoken by the last digits dialed within the call flow by the caller.
  - If using database interaction, entering `$DBD[x]` would be replaced by the current value of that database field.
  - Entering `$CLI` would speak the caller's CLI, if available, back to them.
- SSML XML tags can be added to alter how the text is spoken. For example, when 123 needs to be spoken as “one two three” rather than “one hundred and twenty-three” by entering `<say-as interpret-as="number" format="digits">123</say-as>`.

Related links

Using text-to-speech (TTS) on page 287

Text to speech SSML controls

When using TTS to generate prompts, you can also use **Speech Synthesis Markup Language (SSML)**.

The XML tags in the text change the way the text is spoken. For example, in the following text, the items within the <> brackets are the XML tags that TTS engines use to change how the text is spoken.

```
This is the <volume level="90">text</volume> to speak
```

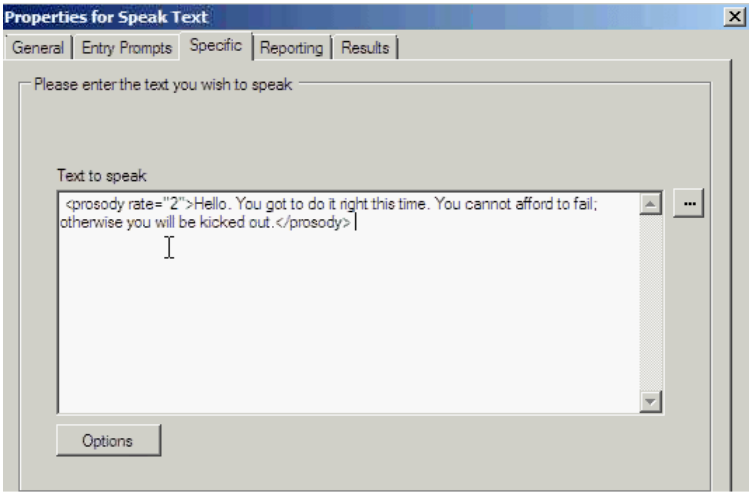
Related links

[Using text-to-speech (TTS)](#) on page 287
[Using SSML Tags](#) on page 290
[SSML XML Tags](#) on page 291

Using SSML Tags

Procedure

1. Create a call flow for **Speak Text** action.
2. Right-click and select **Properties**.
3. Click **Options**.
4. From the list of options available, select an option to change the text speech.



For example, select **Change Relative Speed** and set the value to 2.

- **Importing call flows with Unsupported Speak Tags**: If the call flow has an unsupported XML tag, that is, a tag which is not available in the **Speak** Options drop-down list, the system displays an error message. When you import such calls, the

system displays an error message with the corresponding call flow names and their location prompting to either continue or quit.

- If you continue the import, the system will add the corresponding files to the database. You can revisit the call flow and replace the unsupported tag with the correct SSML tag.
- If you quit the import, the system stops the call flow import.

- **Restoring call flows with Unsupported Speak Tags**: When you restore call flows with unsupported XML tags in a **Speak Text** action, Voicemail Pro logs a warning message for each corresponding call flow action detected, indicating the call flow name where the action was detected.

Related links

Text to speech SSML controls on page 290

SSML XML Tags

Voicemail Pro TTS supports speech controls using the following SSML tags.

Attribute	Description
Volume	Controls the volume of the speech. Attribute: • `volume=` Supports values between 0 and 100, being percentages of the system's set volume. Examples: • `<prosody volume="50"/>` • `<prosody volume="50">`Speak this text at level 50`</prosody>` and this as normal.
Rate	Controls the speed at which the text is spoken. Attribute: • `rate=` Sets the rate of the speech ranging from 0 to 10 with 0 being normal speech. This attribute does not support negative values. Examples: • Absolute rate: `<prosody rate="default"/><prosody rate=5>`Speak this text at rate 5`</prosody>` • Relative rate: `<prosody rate="5">`Increase the current speech speed by 5`</prosody>`

Table continues…

Attribute	Description
Pitch	Controls the pitch at which the text is spoken. Attribute: • `pitch=` Sets the pitch of the speech ranging from -10 to 10 with 0 being normal speech. Examples: • `<prosody pitch="default"/><prosody pitch="5st">`Speak this text at pitch 5`</prosody>` • `<prosody pitch="default"/><prosody pitch="5"/>` Speak all following text at pitch 5 • `<prosody pitch="-5">`Drop the current speech pitch by 5`</prosody>`
Emphasis	Applies emphasis to a word or section of text. Example: • Say `<emphasis>`hello`</emphasis>`
Spell	Spell forces the engine to speak any text literally rather than applying any speech rules. This tag should not be empty. Attributes: • `interpret-as=` Sets the type of text to be interpreted. • `format=` Sets the format of the text. Examples: • The telephone number is `<say-as interpret-as="number" format="digits">`555 3468`</say-as>` • The spelling of hello is `<say-as interpret-as="characters" format="characters">`hello`</say-as>`
Silence	Inserts a period of silence. This tag should be empty. Attribute: • `time=` Sets the duration in milliseconds. Example: • A short silence of 1 second `<break time="1000ms"/>` done.

Related links

Text to speech SSML controls on page 290

Setting Up Text To Speech to Read Email

In conjunction with MAPI e-mail clients and Exchange server, TTS can be used to read new emails in a user's email inbox when they access their voicemail mailbox.

- The voicemail server must have been installed and configure to support voicemail e-mail using a MAPI client.
  - Email reading is not supported when using EWS for Exchange Server integration.
- Email reading can only be enabled for users whose Profile setting is set to Mobile User, Power User or Unified Communications User.
- This feature is supported only for Intuity mode. Users hear their new voicemail messages and then the number of "Messages with text". Before each e-mail is spoken, details of who it is from, when the message was sent and the size are given. These details assist the users to skip large or non-urgent e-mails.
- Email reading cannot be used for emails in HTML format. If HTML messages are received, all of the code is read out as the message.

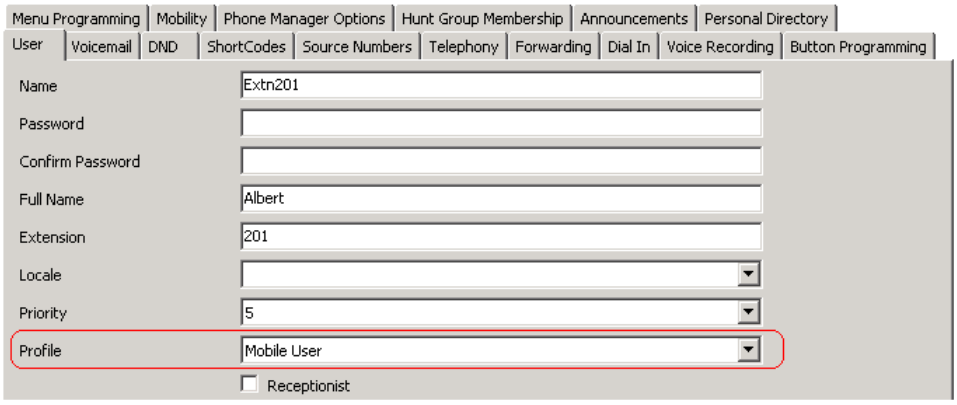
Related links

Using text-to-speech (TTS) on page 287

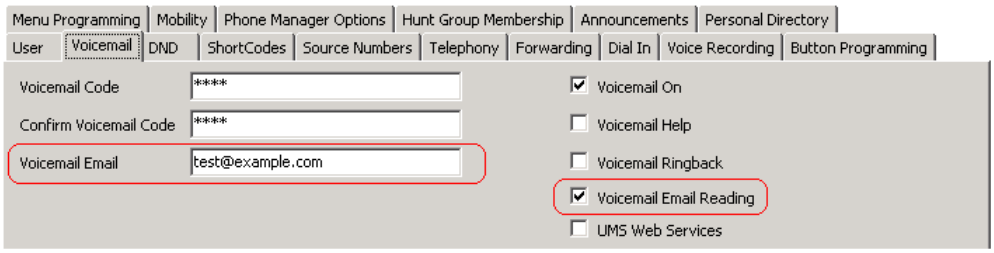
Configuring email reading

Procedure

1. Within the IP Office configuration, display the settings for the user.
2. On the **User** tab, set the **user's Profile** to either **Mobile User** or **Power User**.



3. On the **Voicemail** tab,
   - **Voicemail Email**: Enter the user's e-mail address.



- **Voicemail Email Reading**: Enable this option for TTS e-mail reading.

  Currently not supported if using EWS for Exchange Server integration.

Related links

Using text-to-speech (TTS) on page 287

Chapter 40: Mobile twinning

If Mobile Twinning is enabled in IP Office, a user can send internal and external calls to an external number, for example, the mobile telephone.

- Both the internal and external telephones ring when a call is received. The call can be answered from either telephone.
- If the feature Do Not Disturb (DND) is active for the user, any callers to the internal extension number will hear the busy tone and the external telephone will not ring. If a caller is entered in to the DND exception list, for example using the one-X Portal for IP Office application, only the internal telephone will ring.
- If any of the forward options are active, both the external and the telephone where the calls are forwarded to will ring.
- If the Follow Me option is active, only the telephone that the calls are forwarded to will ring. The external telephone number will not ring.

Mobile Twinning: Free Format Command

You can execute a **Set CPxx Value** action as a free format command. For example, `CP4:$KEY` stores the current value of `$KEY` as variable `$CP4`.

Within Voicemail Pro you can administer the mobile twinning features using **Generic** actions with free format commands. For example:

- `CFG:Set MattR twinning_type Mobile` - Turn on mobile twinning on for the named extension `MattR`.
  - You can enter the user using either their user name or extension number.
- `CFG:Set MattR mobile_twinning_number $KEY` - Set the mobile twinning number for user `MattR` to the current value of `$KEY`.
- `CFG:Set MattR twinning_type Internal` - Turn mobile twinning off for user `MattR`.

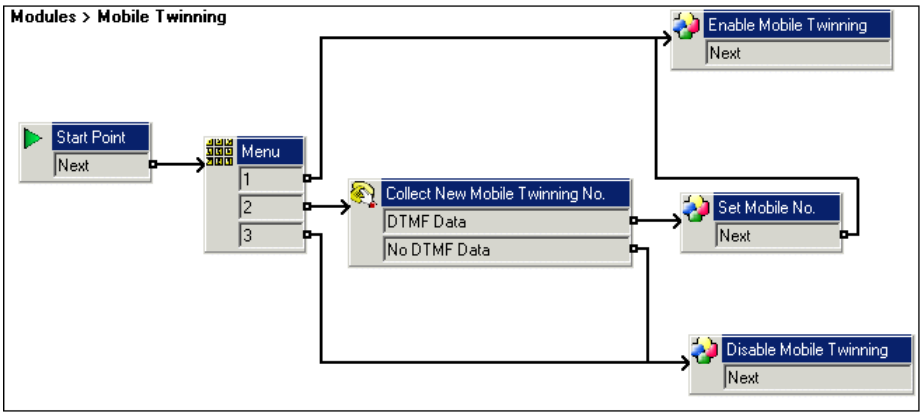
Related links

Creating the call flow example for mobile twinning on page 296
Creating a short code to test the call flow on page 297

Creating the call flow example for mobile twinning

About this task

This example creates a Voicemail Promodule that a user can use to turn Mobile Twinning on or off. They can also set their mobile number. The example sets the mobile twinning for extension 203.



Procedure

1. Create a new module called `Mobile Twinning`.
2. Add a menu action with the menu options 1,2 and 3. Add a prompt to tell the caller the options available.
3. The option to turn mobile twinning on needs to be added.
   - Click the **Basic Actions** icon and select **Generic**.
   - Change the token name to `Enable Mobile Twinning`.
   - Click the **Specific** tab.
   - Enter the command `CFG:Set 203 twinning_type Mobile`.
   - Click **OK**.
4. The option to turn mobile twinning off needs to be added.
   - Click the **Basic Actions** icon and select **Generic**.
   - Change the token name to `Disable Mobile Twinning`.
   - Click the **Specific** tab.
   - Enter the command `CFG:Set 203 twinning_type Internal`.
   - Click **OK**.
5. The ability to enter the mobile number needs to be added.
   - Click the **Telephony Actions** icon and select **Alphanumeric Collection**.
   - Change the token name to `Collect New Mobile Twinning No`.

- Record an Entry Prompt to tell the user to enter their mobile twinning number.
- Click **OK**.

6. An action needs to be added to set the mobile number.
   - Click the **Basic Actions** icon and select **Generic**.
   - Change the token name to `Set Mobile No`.
   - Click the **Specific** tab.
   - Enter the command `CFG:Set 203 mobile_twinning_number_$KEY`.
   - Click **OK**.
7. The actions need to be connected and then the changes need to be made permanent.

Related links

Mobile twinning on page 295

Creating a short code to test the call flow

Procedure

1. In IP Office Manager, add the following short code. This example uses ***90** but any short code can be used.

Field	Contains...
Code	*90
Feature	Voicemail Collect
Telephone Number	"Mobile Twinning"
Line Group ID	0
Locale	[leave blank]
Force Account Code	[leave blank]

2. Save and merge the configuration to the IP Office unit.
3. Test the short code by dialing ***90** from extension 203.
   - Press 1 to turn mobile twinning on for extension 203.
   - Press 2 to enter a new mobile twinning number for extension 203.
   - Press 3 to turn mobile twining off for extension 203.

Related links

Mobile twinning on page 295

Chapter 41: Database connection

Voicemail Pro call flows can interact with PostgreSQL databases. The **Database Actions** that can be used in a call flow are:

Action	Description
Database Open	Opens the required database, including any permissions and security options.
Database Execute	Defines a SQL query to either read matching records from the database or to write data to the database. Up to 6 fields matching database records can be returned.
Database Get Data	Selects the current record from the matches returned by the preceding **Database Execute** action. The record fields are then placed into Voicemail Pro variables `$DBD[0]` to `$DBD[5]`. Use the **Database Get Data** to select the first, next, previous, or last record.
Database Close	Closes the database connection. This also occurs automatically if the caller disconnects.

Related links

Database Support on page 298
Example Database Scenario on page 299
Retrieve data from the database on page 299
Return data from the database on page 303
Enter details into the database on page 305

Database Support

Voicemail Pro supports third-party database integrations for call-flow with the database versions detailed below. Support depends on the database connector installed as part of the underlying Linux operating system on the voicemail server.

IP Office Release	PostgreSQL		MySQL	
	Connector Version	Database Version	Connector Version	Database Version
11.0	8.4	8.4 and below.	5.1	4.1.1 and higher
11.1.0	9.4	9.4 and below.	5.25	
11.1.1	9.6	9.6 and below.	No connector installed.	

Table continues…

IP Office Release	PostgreSQL		MySQL	
	Connector Version	Database Version	Connector Version	Database Version
12.0	13.0	13.0 and below.		
12.1	13.18	13.18 and below.		

For further information, see the following documentation:

- **PostgreSQL:** https://odbc.postgresql.org
  - The voicemail server uses MD5 authentication. Other methods of authentication such as SCRAM are not supported.
- **MySQL:** https://dev.mysql.com/doc/connector-odbc/en/connector-odbc-versions.html

Related links

Database connection on page 298

Example Database Scenario

In this call flow example, an auto-attendant has been created to assist callers to order books. The book details are held within a Microsoft Access database. Callers will be able to enter either the ISBN or the Author's name. The title and cost of the item will be looked up and displayed to assist the caller in making a decision to purchase the item. If the caller decides to purchase the book, they will be able to enter their credit card details and a contact number.

Example of the database used in the call flow.

BookList : Table

ISBN	Author	Title	Cost
1001	James Herbert	The Fog	£4.30
1002	James Herbert	The Rats	£2.59
6666	J D Salinger	The Catcher in the Rye	£3.10
6767	J K Rowling	The Harry Potter Books	£9.50
7777	A A Milne	Winnie the Poo	£2.60
8888	Rudyard Kipling	The Jungle Books	£3.40
9999	Jonathan Swift	Gullliver's Travels	£2.30
			£0.00

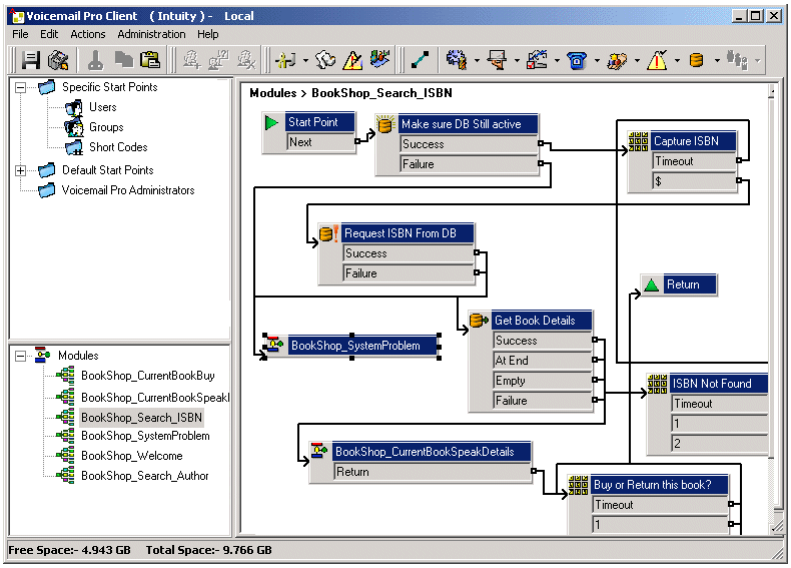
Record: 23 of 23

Related links

Database connection on page 298

Retrieve data from the database

The **Bookshop_Welcome** module assists callers to search the database by either the book's ISBN number or the author's name. The screen below shows the call flow module used when a search by ISBN is selected. The database actions that have been used are shown below the call flow diagram, with details on the following pages.

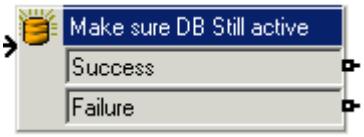


Related links

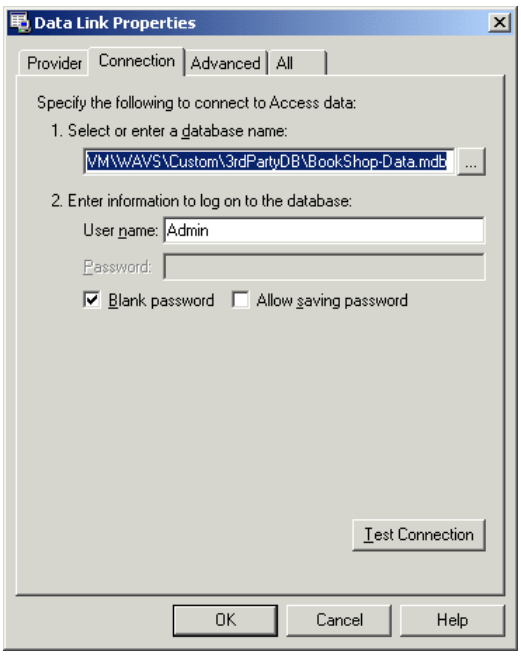
[Database connection](#) on page 298
[Database open action](#) on page 300
[Executing database action](#) on page 301
[Database get data action](#) on page 302

Database open action

The **Database Open** Action is used to link to the bookshop database.



The specific tab of the action contains the location of the database. Click the browse button to view the Data Link Properties dialog. The details entered into these screens will depend upon the type of database used. If the database is available the callers move through the call flow to a menu action that will capture the ISBN number entered.



- The voicemail server uses MD5 authentication. Other methods of authentication such as SCRAM are not supported.

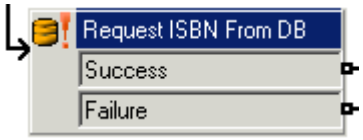
Related links

Retrieve data from the database on page 299

Executing database action

About this task

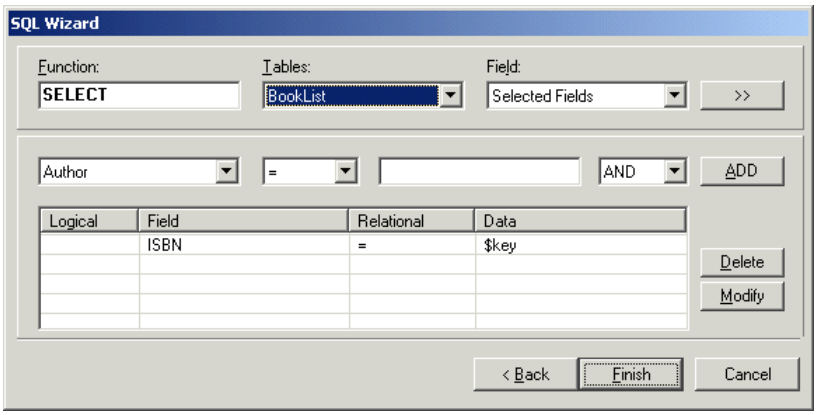
The **Database Execute** Action contains a query against the open database, in this example it concerns the ISBN captured in the previous menu action. If the sequence of numbers entered by the caller matches an ISBN entry in the database, then the Author's name, cost, ISBN and book title details are captured. This query is entered into the **Database Execute** Action via the specific tab. When entering information into the specific tab for the first time you are taken through a series of steps.

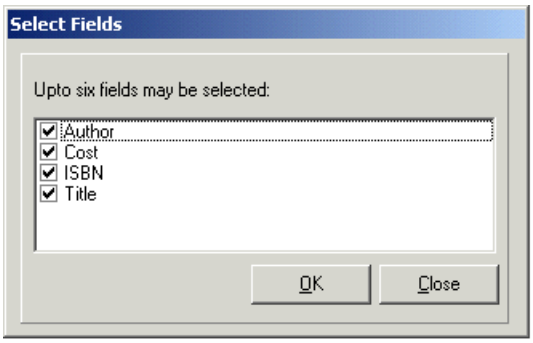


Procedure

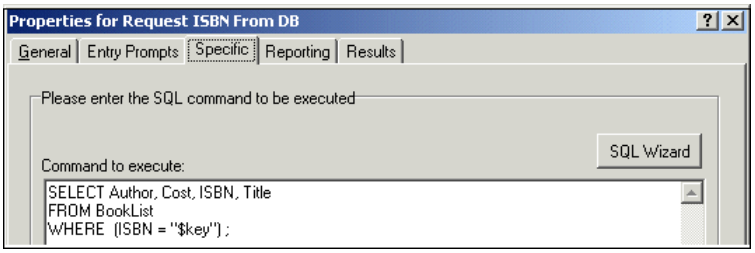
1. Select the **Database Open** Icon required. In this example the 'Make sure Database still active' icon was selected.
2. At the SQL Function window the option to 'Select …From' was chosen as information from the database is required.

3. Details are then entered into the SQL Wizard, as shown below.





4. When the query has been entered the SQL wizard is closed. The specific tab of the action will contain the entered query, see example shown below.

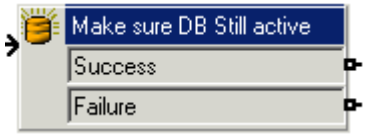


Related links

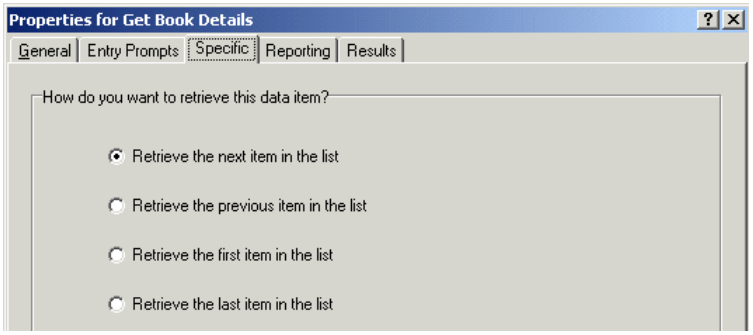
Retrieve data from the database on page 299

Database get data action

The **Database Get Data** Action is used to return details of any matching entries following a search against a database.



To retrieve the results an option is selected on the specific tab to select how the data is retrieved from the database. In this example, the **Retrieve the next item in the list** option is selected and the caller can step through the results, if more than one match ISBN is found.



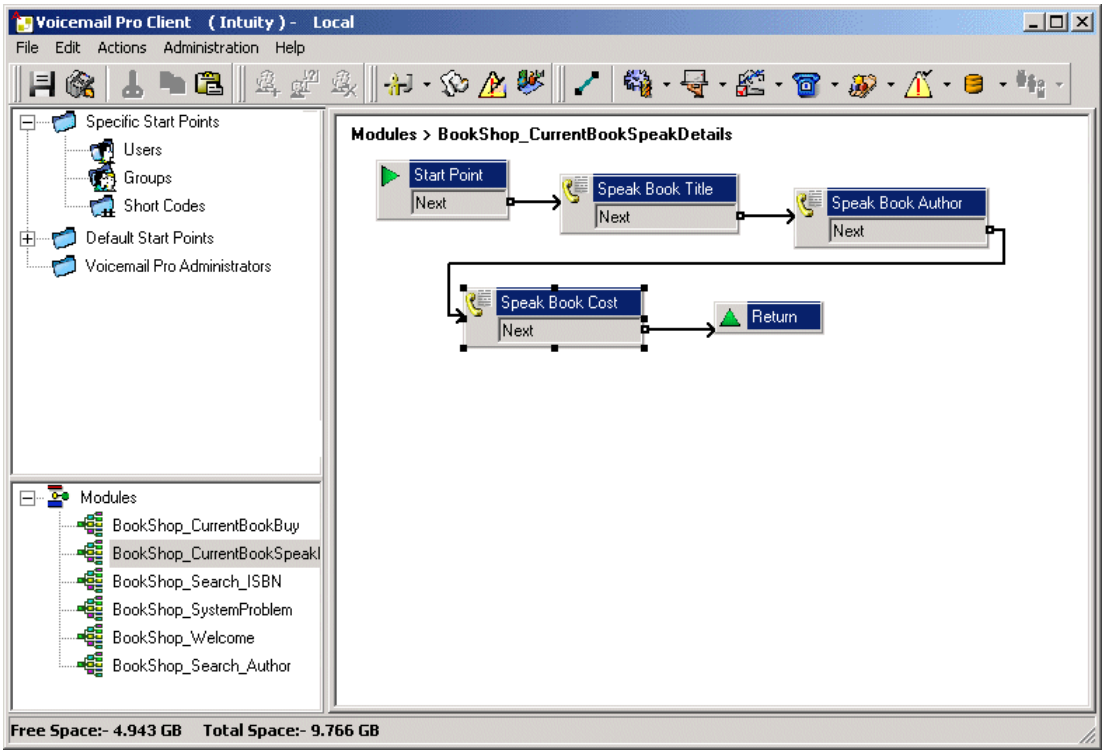
If a matching ISBN has been found the call flow is routed to another module called 'Bookshop_CurrentBookSpeakDetails'.

Related links

Retrieve data from the database on page 299

Return data from the database

The *Bookshop_CurrentBookSpeakDetails* module tells the caller the book title, the author's name and the cost of the book matching the ISBN that they entered.



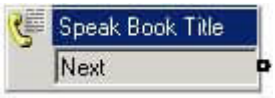
The information from the database is conveyed to the caller using the 'Speak Text Action'.

Related links

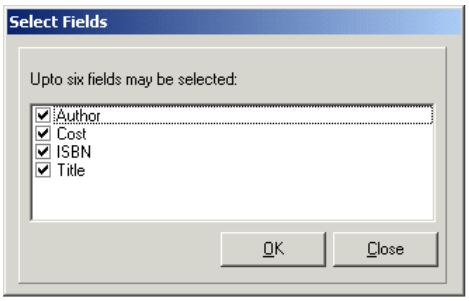
Database connection on page 298
Speak book title on page 304

Speak book title

The Speak Book Title action is used to tell the caller the book title associated with the ISBN that was entered.



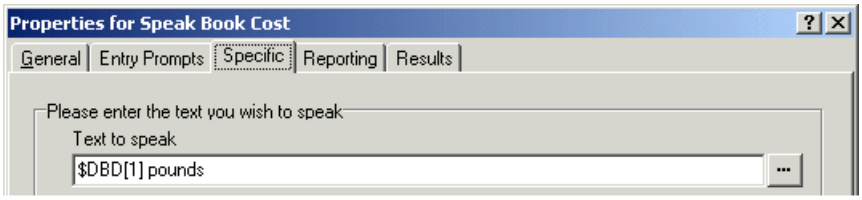
The fields selected in the 'Request ISBN from DB' action contain the information retrieved from the bookshop database. The fields selected were **Author**, **Cost**, **ISBN** and **Title**.



Any fields selected in a query will be displayed in the alphabetical order.

- `$DBD[0]` would return details from the field Author
- `$DBD[1]` would return details from the field Cost
- `$DBD[2]` would return details from the field ISBN
- `$DBD[3]` would return details from the field Title

Each **Speak Text** action in the call flow returns the values from a different field selected within the database query. The 'Speak Book Cost' action has additional text added so that the currency can be spoken. In this example pounds are used.

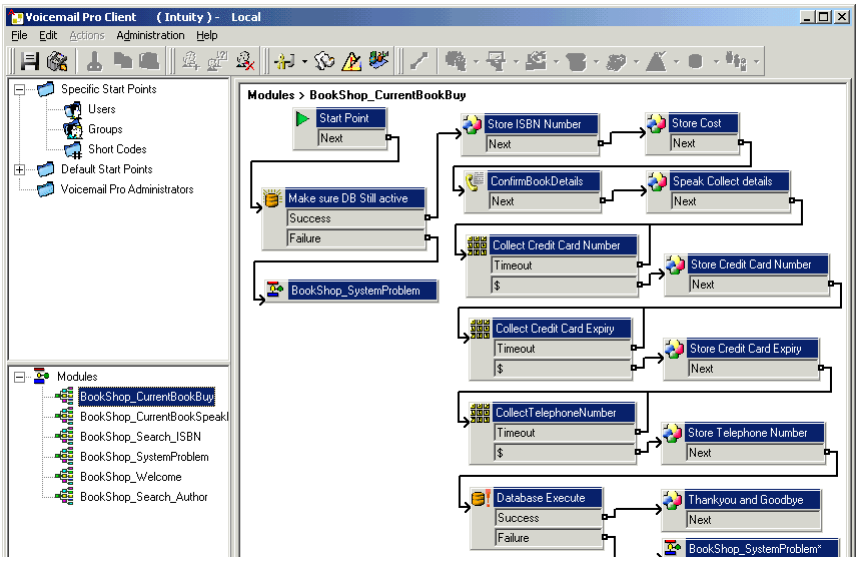


Related links

Return data from the database on page 303

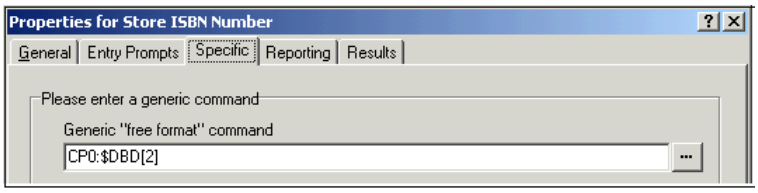
Enter details into the database

The caller is given an option to buy the book. If they select to buy the book, the call flow module *Bookshop_CurrentBookBuy* operates. The call flow immediately checks that access to the bookshop database is still available via a **Database Open** action.

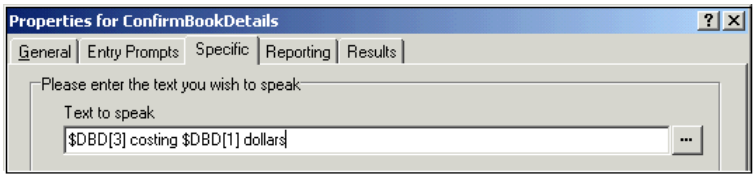


Confirm Book Details

Generic actions are used to store the ISBN number and cost. The example below shows how the ISBN number is stored in the call variable *CP0*.



When the details have been stored the book title and cost are spoken to the caller using a **Speak Text** action. See the example below.



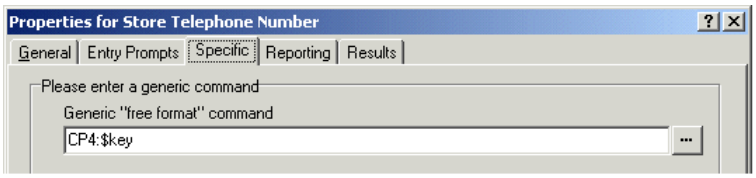
Related links

[Database connection](#) on page 298
[Collecting callers detail](#) on page 306

Collecting callers detail

About this task

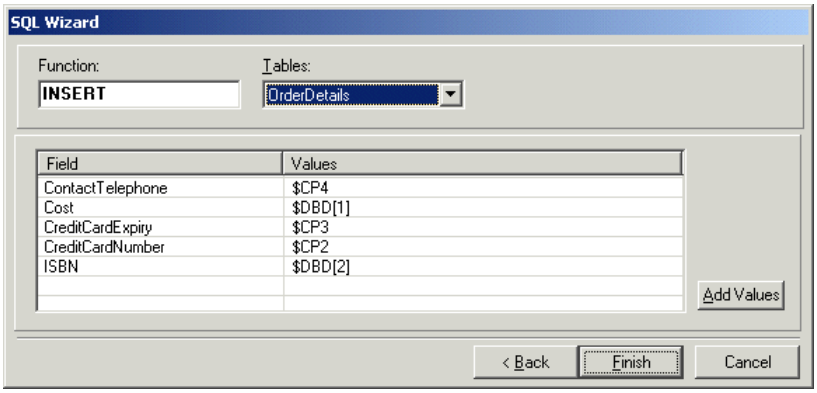
Details can be entered into a database by a caller. In this example we collect the caller's credit card number, expiry date and telephone number. All these details are collected and then the database is updated. The example below shows the Specific tab entry used to collect the caller's telephone number and assign it to the call variable CP4.



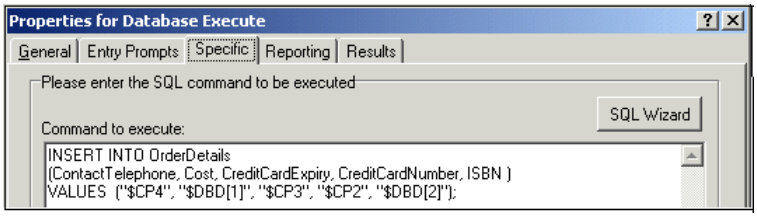
When all the details have been collected, the database needs to be updated. The database Execute Action is used. When entering information into the specific tab for the first time you are taken through a series of steps.

Procedure

1. Select the **Database Execute** icon.
2. At the SQL Function window the option to 'Insert …values' was chosen as information needs to be added to the database.
3. Details are then entered into the SQL Wizard, as shown below. When the Database table is selected, the list of fields contained within the table is inserted.



4. When the details have been entered the SQL wizard is closed. The specific tab of the action will contain the command to execute, see example shown below.



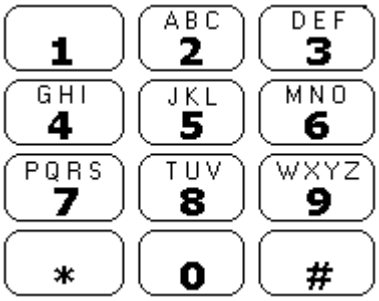
Related links

Enter details into the database on page 305

Chapter 42: Dial by Name

Using the **Dial by Name** action, callers can indicate the user or group that they require by dialing the name on their telephone keypad and then making a selection from the matches found.

To use this feature the caller must use a telephone with DTMF dialing and with ITU alphabet letter keys as shown here. The main pre-requisites before the **Dial by Name** action can be used are:



1. **User Names**: The user names are set through the IP Office Manager. Either the user's **Name** or **Full Name** field can be used for **Dial by Name**. If the **Full Name** field is set then it takes precedence over the **Name** field.
   - **Changing Names**: Voicemail Promailboxes are created to match existing user Names. If a user Name is changed, Voicemail Prowill create a new mailbox to match the new Name. Therefore, you must make accurate entries in the **Name** field when first setting up users. Use the **Full Name** field for **Dial by Name**, as the **Full Name** entry can be changed without affecting the existing mailbox entries.
2. **User Name Recordings**: Each mailbox to be included by the **Dial by Name** action needs to have had a user name recorded. This can be done in two ways:
   - **Intuity Mailbox Mode**: By default when the user first enters their mailbox, they will be asked to set their voicemail code password and then to record their name.
   - **IP Office Mailbox Mode**: In this mode, you can set up a call flow that users can use to record their names. This document includes an example module that can be used for that purpose. The same module can also be used by Intuity mode mailbox systems to let users re-record their names. See Adding a Record Name Module on page 310.

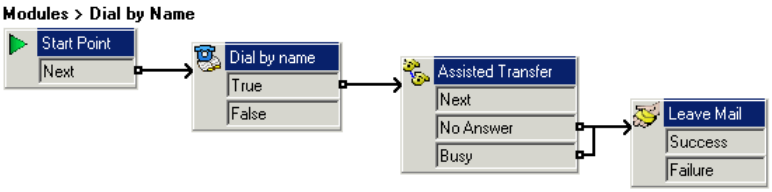
Related links

Example Call Flow on page 309
Adding a short code on page 309
Adding a record name module on page 310
Using the name table on page 311
Changing full names on page 312

Example Call Flow

About this task

In this example, after selecting a name using the Dial by Name service, the caller is transferred to the matching extension. If that extension doesn't answer or is busy the caller is transferred to leave a message.



Procedure

1. In Voicemail Pro a new module was added called `Dial by Name`.
2. From **Telephony Actions** the **Dial by Name** action was added.
3. From **Telephony Actions** an **Assisted Transfer** action was also added. In its properties **Specific** tab the **Mailbox** was set as `$KEY`.
4. The **Dial by Name** action's **True** result was connected to the **Assisted Transfer** action.
5. From **Mailbox Actions** a **Leave Mail** action was added.

   Again in its **Specific** tab the **Mailbox** was set as `$KEY`. Links were added from the **Assisted Transfer** action's **No Answer** and **Busy** results to this action.

Next steps

Add a short code.

Related links

Dial by Name on page 308

Adding a short code

Procedure

1. In IP Office Manager, a new system short code was added. For this example we chose **75* and then entered the details as shown below.

Field	Contains...
Code	*75
Feature	Voicemail Collect
Telephone Number	"Dial by Name"

Table continues…

Line Group Id	0
Locale	[Leave blank]
Force Account Code	[Leave blank]

2. After merging this back into the IP Office, users can dial **75* to access dial by name. They can also transfer callers to this call flow.
3. The short code can be added a SoftConsole or DSS button. In addition, an Incoming Call Route could be used to direct specific external calls direct to the function, for example if you had a specific external number used by employees to ring in when off site.

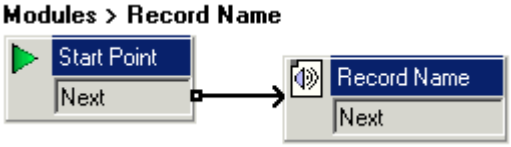
Related links

Dial by Name on page 308

Adding a record name module

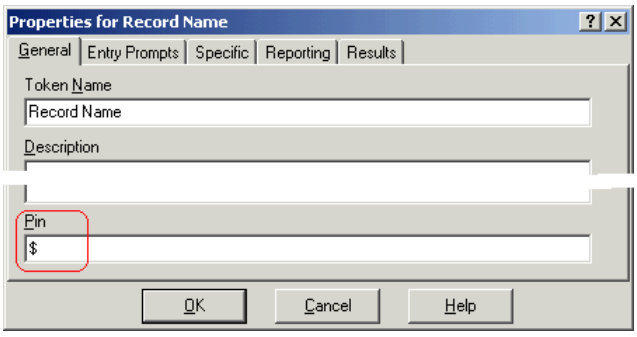
About this task

Using this module, users can record/re-record their mailbox name. This, or a similar module, is required if Voicemail Prois using IP Officemailbox mode. However, it is still useful if the Voicemail Pro is using Intuity mailbox mode, as it gives quick access to users to re-record their names.



Procedure

1. InVoicemail Pro, a new module called *Record Name* was added.
2. A **Record Name** action was added.
3. In the **General** tab of the **Record Name** action's properties we set the **PIN** as `$`. The `$` means that caller's must enter their voicemail code in order to use the action.



4. The **Specific** was left set to the **Caller's Mailbox**.
5. The module was saved and made live.

Next steps

To add a Shortcode:

1. In IP Office Manager, a new system short code was added. In this example, we chose ***74** and then entered the details as shown in the table.

Field	Contains...
Code	*74
Feature	Voicemail Collect
Telephone Number	"Record Name"
Line Group Id	0
Locale	[Leave blank]
Force Account Code	[Leave blank]

2. After merging this back into the IP Office, users can dial ***74** at their extension to record their mailbox name.

Related links

Dial by Name on page 308

Using the name table

About this task

It is possible to create a service that provides access to re-record the name of any mailbox. The **NameWavsTable** does this by requesting an extension number and then you can play, re-record, and submit a name recording for that extension. You can then enter another extension number and so on. If this option is used, it should be protected by a suitable PIN code and other security protections as it can be used to record names for any mailbox.

Procedure

1. In Voicemail Pro, create a new module.
2. Add a **Goto** action and open its properties.
3. In the **General** tab, enter a unique number in the Pin.
4. In the **Specific** tab, in Please select a node to go to enter `NameWavsTable`.
5. Click **OK**.
6. Using a short code or other method, create a route to the new module.

Related links

Dial by Name on page 308

Changing full names

About this task

Users with DS port display telephones can set and change the way in which their full name is displayed through their telephone. This name will then be used for the text matching part of **Dial by Name**.

Procedure

1. Press **Menu** twice.
2. Press ▸ and select **ProgA**.
3. Press ▸ and select **Name**.
4. Enter the new name. Use the dialing keys and **Rotat** to enter characters. For example, to enter an L, press the 5 key and then press **Rotat** until an **L** is displayed. You can use the top-left display key to backspace.
5. When the text is as you require, press **Done**.
6. Press **Exit**.

Related links

Dial by Name on page 308

Chapter 43: Campaigns

A campaign is a series of questions and answers. Callers to a campaign hear the recorded questions and give their responses, either by speaking or using the telephone keypad. Voicemail Prothen saves the responses for processing later.

Each campaign can include up to 21 questions. Call processing agents can access a campaign to hear the caller answers, which they can then transcribe into a database or other records.

Related links

Manage campaigns on page 313
Customer prompts on page 315
Customer menu on page 317
Campaign Identification on page 318
Accessing campaign results on page 318

Manage campaigns

Within the Voicemail Proclient, the **Campaign Wizard** is used to create and modify campaigns.

Related links

Campaigns on page 313
Starting the campaign wizard on page 313
Creating a new campaign on page 314
Modifying a campaign on page 314
Deleting a campaign on page 315

Starting the campaign wizard

Procedure

1. Press F7 or click **Campaign Editor**.
2. The Campaign Wizard Introduction window opens. Select the required activity.
   - **Create a new Campaign**: This option takes you through a series of campaign wizard menus to set the campaigns settings.

- **Modify an existing Campaign**: This option displays a list of existing campaigns. You can select a campaign that you want to modify. You will then be taken through the campaign wizard menus for the campaign settings.
- **Delete an Existing Campaign**: This option displays a list of existing campaign from which you can then select the campaign to delete.

Related links

Manage campaigns on page 313

Creating a new campaign

Procedure

1. Press F7 or click **Campaign Editor**.
2. Select **Create a new Campaign** and click **Next**.
3. The Customer Prompts window is displayed.
   - Click . The **Please Edit the Campaign** action window opens. Each campaign can include up to 21 questions.
   - Click **OK** when you have entered the customer prompts.
   - Adjust the prompts as required.
     - **Edit action**: Edit the currently highlighted campaign action.
     - **Delete action**: Delete the currently highlighted campaign action.
     - **Move action**: Move the position of an action in the sequence of campaign actions.
   - Click **Next**.
4. The Customer Menu window is displayed.
   - Select which options are available after the prompt is played.
   - Click **Next**.
5. The Campaign Identification window is displayed.
   - Enter the details on identifying the campaign.
   - Click **Next**.
6. Click **Finish** to create the campaign.

Related links

Manage campaigns on page 313

Modifying a campaign

Procedure

1. Press F7 or click **Campaign Editor**.
2. Select **Modify an existing Campaign** and click **Next**.

3. Select the required campaign and click **Next**.
4. The Customer Prompts window is displayed.
   - Click ✚. The **Please Edit the Campaign** action window opens.
   - Click **OK** when you have entered the customer prompts.
   - Adjust the prompts as required.
     - **Edit action**: - Edit the currently highlighted campaign action.
     - **Delete action**: - Delete the currently highlighted campaign action.
     - **Move action**: - Move the position of an action in the sequence of campaign actions.
   - Click **Next**.
5. The Customer Menu window is displayed.
   - Select which options are available after the prompt is played.
   - Click **Next**.
6. The Campaign Identification window is displayed.
   - Enter the details on identifying the campaign.
   - Click **Next**.
7. Click **Finish** to update the campaign.

Related links

Manage campaigns on page 313

Deleting a campaign

Procedure

1. Press F7 or click **Campaign Editor**.
2. Select **Delete an existing Campaign** and click **Next**.
3. Select the required campaign and click **Next**.
4. Click **Finish** to delete the selected campaign.

Related links

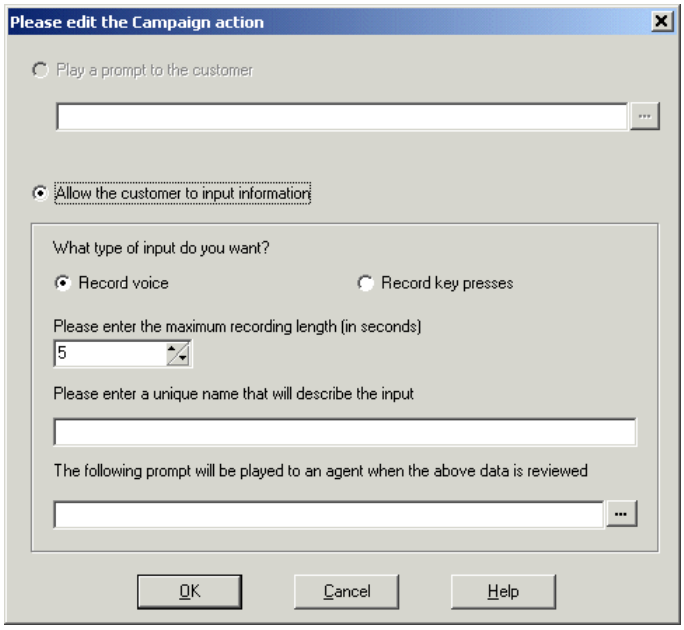
Manage campaigns on page 313

Customer prompts

The Customer Prompt window of the Campaign Wizard is used to set the sequence of questions that are played to callers and to record their responses.

- **Add action**: To add a new campaign action, click ✚ **Add action**. The **Please edit the Campaign action** window opens. Each campaign can include up to 21 questions.

- **Edit action**: Select the prompt or recording to edit then click **Edit** action. The **Please edit the Campaign action** window opens.



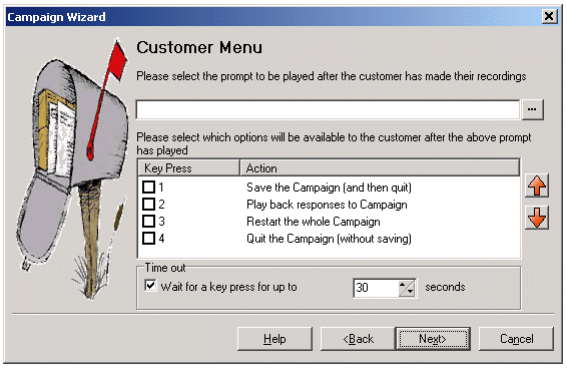
- **Play a prompt to the customer**: Select this option to play a prompt to the caller. Click to specify which prompt to play or create a new prompt in the Wave Editor window. See Using the Wave Editor on page 51.
- **Allow the customer to input information**: Select this option to if you want the action to record the caller's response.
  - **What type of input do you want**: This option sets whether the voicemail server should **Record voice** or **Record key presses**.
  - **Please enter the maximum recording length or Please enter the maximum number of key presses**: The field name depends on the type of input chosen. The time specified in seconds sets the maximum length of recording or the maximum number of key presses to record before the next action.
  - **Please enter a unique name that will describe the input**: A name to associate with the action. The name should be a single word with no spaces.
  - **The following prompt will be played to an agent when the above data is reviewed**: Use this option to select or create a prompt that is played to agents before hearing the caller's response. Click to specify which prompt to play or create a new prompt in the Wave Editor window. See Using the Wave Editor on page 51.

Related links

Campaigns on page 313

Customer menu

After completing the sequence of questions and responses, the caller can be offered a menu of options. The Customer Menu window of the Campaign Wizard is used to select the options available.



- **Please select the prompt to be played after the customer has made their recordings**: You can select or create a prompt that is then played to callers after completing the sequence of questions and answers. The prompt should inform the customer of which actions selected from the list they can use. Click to specify which prompt to play or create a new prompt in the Wave Editor window. See Using the Wave Editor on page 51 .
- **Please select which options will be available to the customer after the above prompt has played**: Check the boxes to select the options that will be available to the customer. The customer then needs to press the corresponding key.
  - **Save the Campaign (and then quit)**: Saves caller responses and then disconnects the caller.
  - **Play back response to the Campaign**: Plays back the customers responses to them and then repeats this customer menu.
  - **Restart the whole Campaign**: Deletes the customer responses and restarts the sequence of questions and answers.
  - **Quit the Campaign (without saving)**: Disconnects the customer without saving their responses.
  - **Move options**: You can move the currently highlighted option so that the key presses associated with the options differ
- **Timeout**: Sets how long the voicemail server should wait for an answer before following the **No Answer** connection.

Related links

Campaigns on page 313

Campaign Identification

The Campaign Identification window of the Campaign Wizard is used to set a park location for the campaign and to name the campaign.

- **Where should this Campaign be parked**: Enter a park slot number for the campaign. This number can be programmed under a DSS key. That key can then be used by agents to access the campaign. If the DSS key also incorporates a BLF lamp, that lamp is lit when new campaign messages are left.
- **The name of the Campaign is**: Enter a name for the campaign.

Related links

Campaigns on page 313

Accessing campaign results

The results of a campaign can be accessed in several ways:

- **Using the Campaign Action**: The **Campaign** action is used to route calls into a campaign after those calls have been routed to an appropriate start point on the voicemail server. The action's properties set whether the call is treated as a caller to the campaign or an agent processing the campaign messages. See Campaign Action on page 313 .
- **Using a Campaign Park Slot Number**: Each campaign is assigned a park slot number. That number can be assigned to Park buttons on user phones. The user can then use the button to access the campaign.

Related links

Campaigns on page 313
Campaign park slots on page 318
Assigning a campaign to a programmable button on page 319
Using the unPark call function on page 319

Campaign park slots

The Park Slot number assigned to the Campaign can be used with programmable buttons to access that campaign. If the telephone has a message waiting lamp, the lamp will be lit when there are campaign messages waiting to be processed. When accessing the caller recordings from using a **Campaign** action or park slot number, the following controls are provided through the telephone keypad.

1	Go to the start of the call.	7	Previous response.
2	Rewind.	8	Start of response.
3	Stop processing the message.	9	Next response.

Table continues…

4	Mark call as processed and delete.	0	Pause.
5	Mark call as processed and save.	#	Fast forward.

Related links

Accessing campaign results on page 318

Assigning a campaign to a programmable button

About this task

Procedure

1. In **IP Office Manager**, receive the IP Office configuration.
2. Open the required **User form**.
3. Select the **Button Programming** tab.
4. Select a free button
5. Right-click in the **Action** field.
6. Select **Emulation** > **Call Park**.
7. Right-click in the **Action Data** field. Enter the campaign's park slot number.
8. Save the configuration back to the IP Office and reboot.

   The programmable button on the user's telephone will be flashing red when there are new messages in the campaigns park slot.
9. Press the button to display the campaign name and number of messages.
10. Press the button again to start processing those messages.

    The **UnPark Call** function can also be used to collect the calls, but this method does not provide any visual feedback when messages are present.

Related links

Accessing campaign results on page 318

Using the unPark call function

About this task

Procedure

1. Select a free programmable button
2. Right-click in the **Action** field.
3. Select **Advanced** > **Call** > **UnPark Call**.

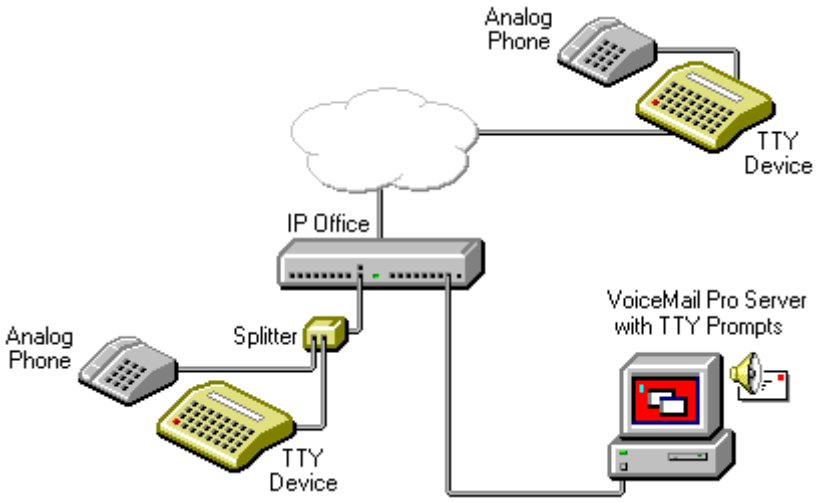
Related links

Accessing campaign results on page 318

Chapter 44: Support for callers with impaired hearing

TTY is a method of sending and receiving text messages within the speech path of telephone calls. The text is entered and displayed through a TTY device, such as a text phone, connected in parallel with the user's normal telephone. Due to its widespread usage and support it has become the standard used by devices for the users with impaired hearing or vision.

Voicemail Pro supports the addition of TTY prompts for leaving messages in and collecting messages from Intuity mode mailboxes. Callers with a TTY device can see the TTY prompts and leave TTY format messages. The mailbox user, also with a TTY device, can collect and display those messages by following the prompts that are displayed on the TTY device.



The TTY device and associated analog telephone (linked either by a pass-through port on the TTY device or a telephone splitter) are connected to an analog extension port (POT) on the IP Office system. During calls the TTY can be used to display and send TTY messages. The analog telephone can be used to send dialing digits and provide a speech path during calls.

Related links

Install Voicemail Pro TTY Prompts on page 321
Changing user locale on page 321
Advice for mailbox owners using a TTY device on page 321
Changing the Language Setting for a TTY Device on page 322

Install Voicemail Pro TTY Prompts

You can select TTY prompts from the list of language options when you install Voicemail Pro. When the prompts have been installed, the user settings must be configured so that the IP Office recognizes the TTY device. There are two ways to configure a user so that they can use a TTY device with Voicemail Pro.

1. The simplest method is to change the user locale in IP Office Manager. This method requires no customization of a user's mailbox. See Changing User Locale on page 321 or refer to the IP Office Manager help.
2. An alternative to changing the user locale to TTY is to change the language setting in the Voicemail Procall flows for the user who needs TTY prompts. See Changing the Language Setting for a TTY Device on page 322.

Related links

Support for callers with impaired hearing on page 320

Changing user locale

About this task

The locale setting tty is not actually recognized by IP Office Manager. Therefore all aspects of a user's telephony operation on the IP Office will default to the system's locale setting (**System** > **System** > **Locale**). However, the user locale setting is transferred to the voicemail server during mailbox access and so will affect the prompts that are provided.

Procedure

1. Open IP Office Manager.
2. In the Navigation pane, click **User** and select the individual user.
3. Select the **User** tab.
4. Select the option **Teletype (Textphone)** in the **Locale** field.
5. Click **OK**.
6. Click to merge the configuration change back to the IP Office.

Related links

Support for callers with impaired hearing on page 320

Advice for mailbox owners using a TTY device

To log into their mailbox with a TTY device, such as a text phone, mailbox owners must dial ***17** and then take the analog telephone handset off hook. When they are connected, users see prompts on the display of the text phone. For requests such as "Press 1 for …" users should dial

from the keypad of the telephone. For messages followed by *GA* (go ahead) users are required to type text using their text device. For more information, refer User Guide for Audix TTY Interface (555-300-710).

Related links

Support for callers with impaired hearing on page 320

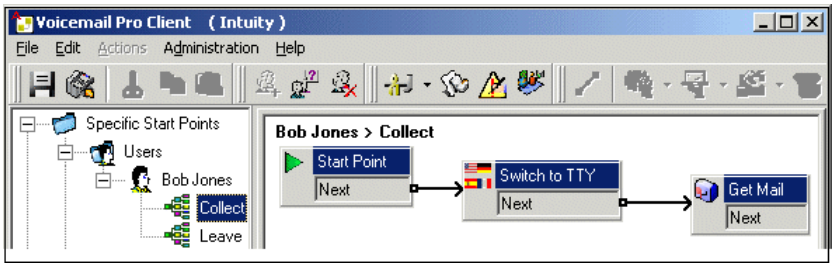
Changing the Language Setting for a TTY Device

An alternative to setting the user locale as TTY is to change the user's language setting in the Voicemail Pro call flows for that user. Here are two examples.

An Example of Customizing a Simple Mailbox Call Flow

The **Select System Prompt Language** action can be used to change the prompt language used by subsequent actions in a call flow. Once the TTY Maintenance Patch has been installed, TTY is one of the selectable languages provided by the action.

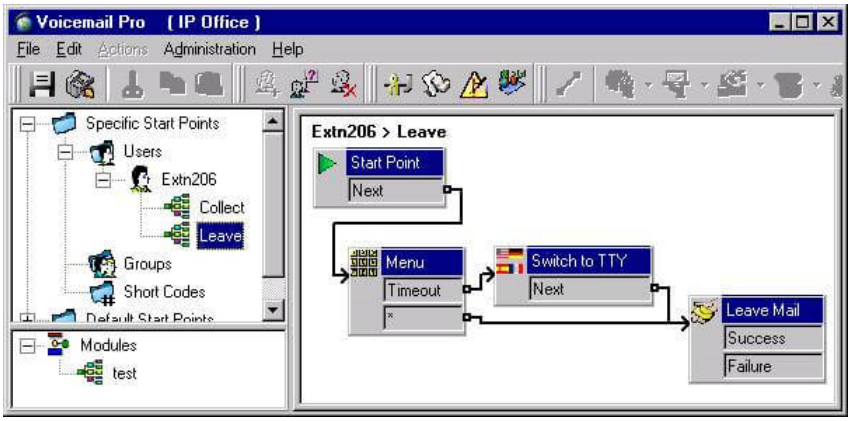
In the simplest form, a **Select System Prompt Language** action set to **TTY (Teletype (Textphone))** would be added to the user's **Collect** start point and followed by a **Get Mail** action.



Similarly, a **Select System Prompt Language** action set to **TTY (Teletype (Textphone))**, would be added to the user's Leave start point and followed by a **Leave Mail** action.

An Example of Customizing a Complex Mailbox Call Flow

If required, more complex call flows can be configured. For example, in the following call flow, callers can press * to receive spoken language prompts or to wait a few seconds for the timeout and then receive TTY prompts.



In this case, messages are left in the same mailbox, but callers can select to have spoken prompts or default to TTY prompts.

For hearing impaired users, the call flow for callers who select spoken prompts could have those messages placed into an alternate mailbox. These could then be collected and transcribed for the user.

Related links

[Support for callers with impaired hearing](#) on page 320

Part 9: Using Web Manager

Using Web Manager

This section of the documentation covers those aspects of Voicemail Pro administration that can be performed using the IP Office Web Manager interface.

Feature	Description
Alter voicemail server preferences	Use IP Office Web Manager to change the system preference used by the voicemail server.
Manage the contents of the custom prompts folder	Upload, download and delete prompt files from the custom prompts folder.
Manage the COM backup settings	Perform backup and restore functions for the voicemail settings and for recordings and prompts.
Perform off-line call flow editing	Download the voicemail callflow for editing locally using the Voicemail Pro client. Then upload the new edited callflow.
Create auto-attendants	IP Office Web Manager can be used to create auto-attendants which use Voicemail Pro but do not appear in its call flow. For details, refer to the Administering Avaya IP Office™ Platform with Web Manager manual.

Chapter 45: Configuring server preferences

Many of the voicemail server preferences can be changed using the server's IP Office Web Manager interface.

Procedure

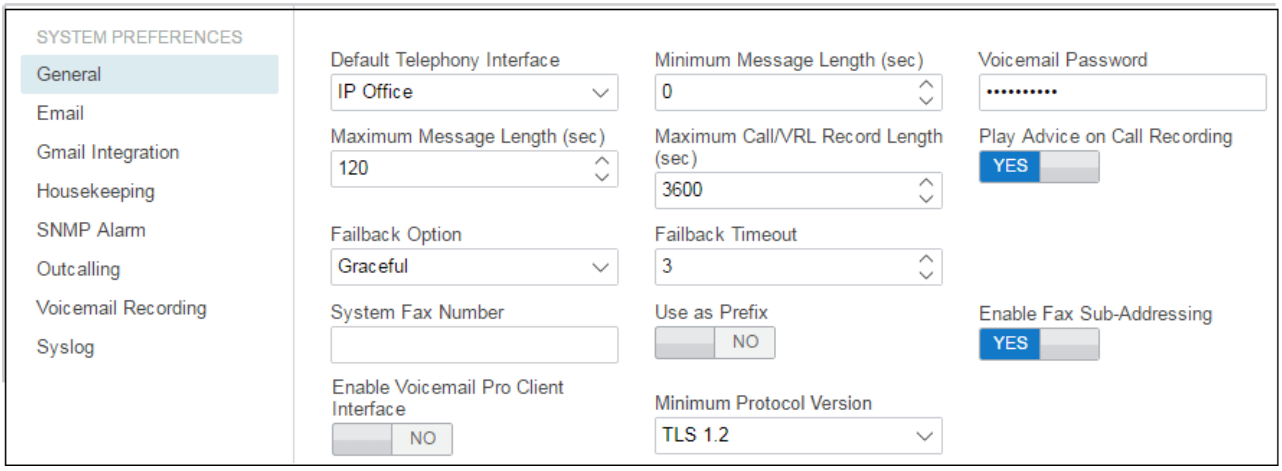
1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - System Preferences**.
   - If the network includes several voicemail servers, select the server whose preferences you want to adjust by clicking on the ☰ icon next to that server in the list. On server's other than the primary, the preference that can be changed are limited. Most are synchronized with those of the primary server.
3. Select the require set of system preferences from the list on the left.
4. After making any changes, click **Update**.
5. When asked to confirm the changes, click **Yes**.

Related links

General on page 325
Email on page 328
Gmail Integration on page 332
Housekeeping on page 332
SNMP Alarm on page 334
Outcalling on page 335
Voicemail Recording on page 337
Syslog on page 338
Alarms on page 338
User Group on page 339
Backup config on page 340

General

This set of preferences cover general options for the voicemail server operation.



Setting	Description
Default Telephony Interface	Default = Intuity: Use this field to select the mailbox operation mode for all mailboxes. The available options are IP Office mode and Intuity emulation mode.
Voicemail Password	Default = Blank: The password set here must match the Voicemail Password configured in the IP Office security settings. • For IP Office R11.1 FP1 and higher, the password for voicemail connection is enforced to 31 characters with restriction on repeated characters and enforcement of characters from different character types (lower case, upper case, numbers, extended characters).
Min. Message Length	Default = 0 seconds (in IP Office mode) and 3 seconds (in Intuity mode). Use this field to set a restriction on the minimum length for a message. The minimum value that you can set is 0 seconds, and the maximum value is 10 seconds. Messages shorter than the minimum length are deleted immediately. In IP Office mode, this field is unavailable.
Max. Message Length	Default = 120 seconds. Use this field to set a restriction on the maximum length for a message. The maximum value that you can set is 3600 seconds (60 minutes).

Table continues…

Setting	Description
Failback Option	Default = Graceful Use this field to configure the mode of failback operation in a voicemail system with a backup voicemail server. Failback is only considered if the preferred and back-up voicemail servers have started their synchronization operation (SMTP exchange of messages, etc). • **Manual** The system administrator has to initiate the failback operation. • **Graceful** The backup server initiates the failback operation once all current calls on the backup voicemail server end. • **Automatic** The backup server initiates the failback operation once all current calls on the backup voicemail server end or, if exceeded, after the specified timeout period set (maximum 60 minutes).
Max. Call\VRL Record Length	Default = 3600 seconds. Use this field to set a restriction on the maximum recording length for the calls. The maximum value is 18000 seconds (300 minutes). The minimum value is either 3 seconds (IP Office mode) or 5 seconds (Intuity mode).
Play Advice on Call Recording	Default = On Use this check box to set whether to play an advice warning to the callers when their calls start getting recorded. It is a legal requirement in some countries to inform the callers before recording their calls, and so confirm before you clear this check box.
System Fax Number	Default = Blank Use this field to set the number of the fax machine to which all incoming faxes are to be directed. If you are using a fax board, the number that you enter must match the extension number that is connected to the fax board of the fax server computer. For details, see Setting the System Fax Number on page 383. • Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. As the system administrator, you still need to set a system fax number to enable mailbox owners to override it with their preferred personal fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to the mailbox owner's personal fax number, if one has been set. For details, mailbox owners can refer Avaya IP Office Using Voicemail Pro in Intuity Mode (15-601130). • If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number in the **System Fax Number** box. Instead type the number to use as a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example, if the prefix is 55, a fax message for extension 201 would have the prefix of 55 automatically added so that the complete number becomes 55201.

Table continues…

Setting	Description
Use as a Prefix	If your fax system does not use prefix addressing, leave this box unchecked. For this feature to work, you also need to set up a short code.
Enable Fax Sub-Addressing	Most fax servers perform fax forwarding based on DTMF signaling received with the fax call. Select the **Enable Fax Sub-Addressing** check box so that the DTMF signal is passed to the fax server after the call has been answered so that the fax can be forwarded to the e-mail address of the intended recipient.

Enable Voicemail Pro Client Interface	If not enabled, the Voicemail Pro client is not allowed to connect to the voicemail server.
Archive Solution	Sets how the voicemail server should treat call recordings when VRL is selected as the recording destination: • **Media Manager** Save the recordings in .opus format for collection by the Media Manager application. • **External** • Save the recordings in .wav format for collection by any other call archiving application.
Minimum Protocol Version	Sets the minimum TLS protocol used for TLS links to the voicemail server. The options are TLS 1.0 or TLS 1.2. Note that changes to this setting require the voicemail service to be restarted to take effect.

Related links

Configuring server preferences on page 325

Email

These preferences are used for email functions. Even if **MAPI** or **EWS** is selected, **SMTP** is still used for the exchange of information between voicemail servers in the same customer network.

Setting	Description
Enable MAPI/EWS	This field is used to set the method of integration with Microsoft Exchange. The fields for configuring that method are then shown. • **None**: No connection to a customer Exchange server. • **MAPI**: Select MAPI as the method of connection to the customer Exchange server. Supported for Exchange 2007. • **EWS**: Select Enterprise Web Service as the method of connection to the customer Exchange servers.

MAPI Service

These settings are shown when **Enable MAPI/EWS** is set to **MAPI**.

These preferences set the details of a Windows server onto which the Voicemail MAPI proxy has been installed. The installer for the MAPI proxy can be downloaded from the App Center pages of the voicemail server's platform menus.

Setting	Description
Address	Enter the IP address or fully qualified domain name of the server onto which the MAPI proxy has been installed.
Port	Set the address to use for connection to the MAPI client. The default is 50792.

Autodiscovery Settings

These settings are shown when **Enable MAPI/EWS** is set to **EWS**. They allow entry of the email domains in which the voicemail server should look for Exchange servers running EWS. See Exchange Server Integration on page 369.

EWS

These settings are shown when **Enable MAPI/EWS** is set to **EWS**. They set the account details required for the voicemail server to connect with the Exchange servers using EWS. See Exchange Server Integration on page 369.

SMTP Sender

These settings are used for the sending of SMTP emails. There can be multiple entries, with the entry matching the senders email address domain used or the first entry if not match occurs. The first entry in the list is also used for information exchange with other voicemail servers.

Setting	Description
Logging	If selected, SMTP logging by the server is enabled.
Server This section is used to enter details of the SMTP server or servers to which the voicemail server sends its messages. Click on the + icon to add another entry using the settings below. The ^ and v icons can be used to adjust the order of the entries when several SMTP servers are specified.	

Table continues…

Setting	Description
Mail Domain	This field is used differently depending on whether it is the first entry in the list or not: • **For the first server entry in the list**: This is the default outgoing e-mail setting. It also sets the mail destination domain on which the voicemail server filters incoming messages (see below) and so is repeated on the SMTP Receiver tab. • **Messaging Between Voicemail Servers**: For messaging between voicemail servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the voicemail server is running, for example **vmpro1.example.com**. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either by **vmsyncmaster**, **vmsyncslave**, or the name or extension of a mailbox on the voicemail server, for example **Extn201@vmprocentral.example.com** or **201@vmprocentral.example.com**. • **For subsequent entries**: The domain specifies that these settings should be used for e-mails sent to the matching domain. The entry must be a fully-qualified name resolvable by DNS or an IP address.
Server	This specifies the IP address or fully-qualified domain name of the SMTP server to which messages are sent. Voicemail Pro supports SMTP communication over both SSL/TLS and plain text. • **For the first server entry in the list**: Where messaging between voicemail servers is being used (central, backup and or distributed servers), the first entry is used and will match the domain set above. • **For subsequent entries**: It will be the address of the e-mail server that will handle e-mails for recipients other than another voicemail server on the network.
Port Number	This is the port number on the SMTP server to which the messages are sent.
Sender (Identifier)	Note that some servers will only accept e-mails from a specific sender or sender domain. If left blank, the voicemail server will insert a sender using either the e-mail address set for the voicemail mailbox user if set or otherwise using the best matching name it can resolve from the IP Office.
Server Requires Authentication	This check box indicates whether the connection to send SMTP messages to the mail server requires authentication with that server. The authentication will typically be to the name and password of a mailbox account configured on that server.
Account Name	Sets the name to use for authentication.
Password	Set the password to use for authentication.
Use Challenge Response Authentication (Cram MD5)	If this check box is selected, the name and password are sent using Cram MD5.

SMTP Receiver

These fields are used to configure where the voicemail server should check for incoming SMTP emails.

Setting	Description
SMTP Receiver	The SMTP Receiver setting can be set to either **Internal** or **External**. The settings available vary according to that selection.
Internal The Internal setting can be used when the voicemail server should check the appropriate account on an SMTP server for waiting messages. The server settings will be pre-populated using the entries from the SMTP Sender form. Use this option for voicemail servers running on the IP Office Application Server server. • **Distributed/Primary/Backup Voicemail**: This is the option that should be used when the voicemail server is running on an IP Office Application Server as either one of the distributed voicemail servers or as a server in a primary/backup server pairing.	
Port	This is the port on which the voicemail server listens for incoming messages. The default is 25.
Domain	: This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the SMTP Sender tab. • **Messaging Between Voicemail Servers**: For messaging between voicemail servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the voicemail server is running, for example **vmpro1.example.com**. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either by **vmsyncmaster**, **vmsyncslave**, or the name or extension of a mailbox on the voicemail server, for example **Extn201@vmprocentral.example.com** or **201@vmprocentral.example.com**.
External Use this option when the voicemail server is on a server where it co-exists with a third-party SMTP application, for example an IIS server with SMTP enabled. The **External** setting should be used when the voicemail server should check the mail drop folder on a local SMTP server for SMTP e-mail messages. For example, when there is an IIS server with SMTP enabled on the same server computer as the voicemail server.	
Drop Folder	This sets the folder to be monitored by the STMP service for incoming emails.
Domain	This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the SMTP Sender tab.

Related links

Configuring server preferences on page 325

Gmail Integration

These preferences are used to enable UMS integration with Google Gmail. See Gmail Integration on page 368.

Setting	Description
Enable Gmail Integration	Enable support for Gmail integration by the server.
JSON Key File	Select and upload the JSON file downloaded when the Google API Service was created.
P12 Key File	Select and upload the P12 file downloaded when the Google API Service was created .

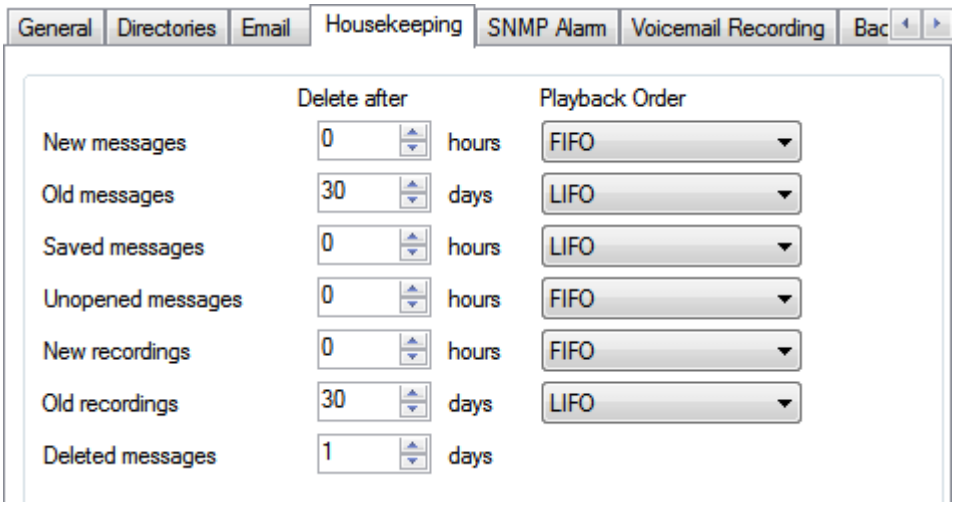
Related links

Configuring server preferences on page 325

Housekeeping

These preferences are used to:

- Set the duration after which voicemail server automatically deletes different types of messages and recordings.
- The maximum mailbox size is limited by the server to 60 minutes of storage. The voicemail server housekeeping preferences should be used to ensure that aging messages are automatically deleted as appropriate to the customer's business requirements. For long term archiving of messages an application such as Media Manager should be used.
- Set the default playback order for the different types of messages and recordings.
- These settings can only be adjusted in the preferences of the central/primary voicemail server. The settings of other voicemail servers in the network automatically match those settings.



Setting	Description
Delete after	Set the time after which you want the respective messages to be deleted automatically. A value of 0 disables automatic deletion (except for Deleted messages, where a value of 0 means immediate deletion). The actual deletion is performed during the next idle period, that is, when there are no calls to or from the voicemail server.
Playback Order	Set the order of playback for the respective message types. The available options are (**FIFO** (First in-First out) and **LIFO** (Last in-First out).
Message Type The following are the different categories of messages that the housekeeping settings apply to:	
New messages	This status is applied to messages where neither the header nor the message content has been played.
Old messages	This status is applied to messages where the user has played the message content but has not marked the message as saved.
Saved messages	This status is applied to messages that have been marked as saved by the user.
Unopened messages	This status is used for messages where, in Intuity emulation mode, the user has played the message header but has not played the message content.
New recordings	This status is used for recordings that have not been played.
Old recordings	This status is used for recordings that have been played.
Deleted messages	This status is used for messages that have been marked as deleted through mailbox access. This setting is also used for messages that have been forwarded to an Exchange server.

Related links

Configuring server preferences on page 325

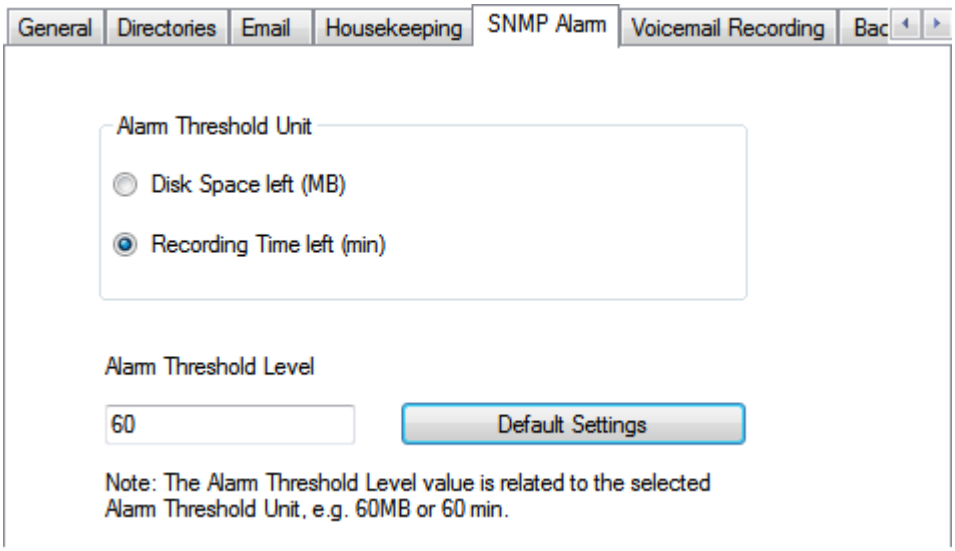
SNMP Alarm

The IP Office system can be configured to generate alarms. These alarms can be sent from the IP Office using SNMP, SMTP e-mail or Syslog alarm formats. The voicemail server preferences set the levels at which the server indicates to the IP Office to send an alarm.

For Voicemail Pro Server Edition, the IP Office system also sends SNMP alarms based on the percentage of the available free space of the total disk space. Those SNMP alarms are:

- `Disk State Critical` - Free disk space is less than 5%
- `Disk State OK` - Free disk space is between 5 to 10%
- `Disk State Free` - Free disk space is greater than 10%
- `Disk State Stop Recording` - Free disk space is 0.

These settings can only be adjusted in the preferences of the central/primary voicemail server. The settings of other voicemail servers in the network automatically match those settings.



Setting	Description
Alarm Threshold Unit	Under Alarm Threshold Unit, select either **Disk Space left (MB)** or **Recording Time left (min)**.

Table continues…

Setting	Description
Alarm Threshold Level	Enter the number of units (minutes or MB) at which SNMP alarms are to be triggered. The minimum value that you can enter is 11. In addition to this alarm, the following additional alarms are also set based on the **Alarm Threshold Level**: • `Space OK Alarm`: This alarm is triggered when the amount of available space returns to above a level set at **Alarm Threshold Level** plus 30. • `Critical Alarm`: This alarm is set at 30. If the **Alarm Threshold Level** is set at less than 40, the critical alarm is set at **Alarm Threshold Level** minus 10. - Note that the critical alarm value decreases if you decrease the **Alarm Threshold Level**, but the critical alarm value does not increase if you increase the **Alarm Threshold Level**. So, the critical alarm value keeps on decreasing and remains set at the least value that it takes. To reset the critical alarm back to 30, click **Default Settings**.
Default Settings	To return to the default alarm settings, click **Default Settings**. The **Alarm Threshold Level** is reset to 60. The Space OK level is reset to 90. The Critical Alarm level is reset to 30.

Related links

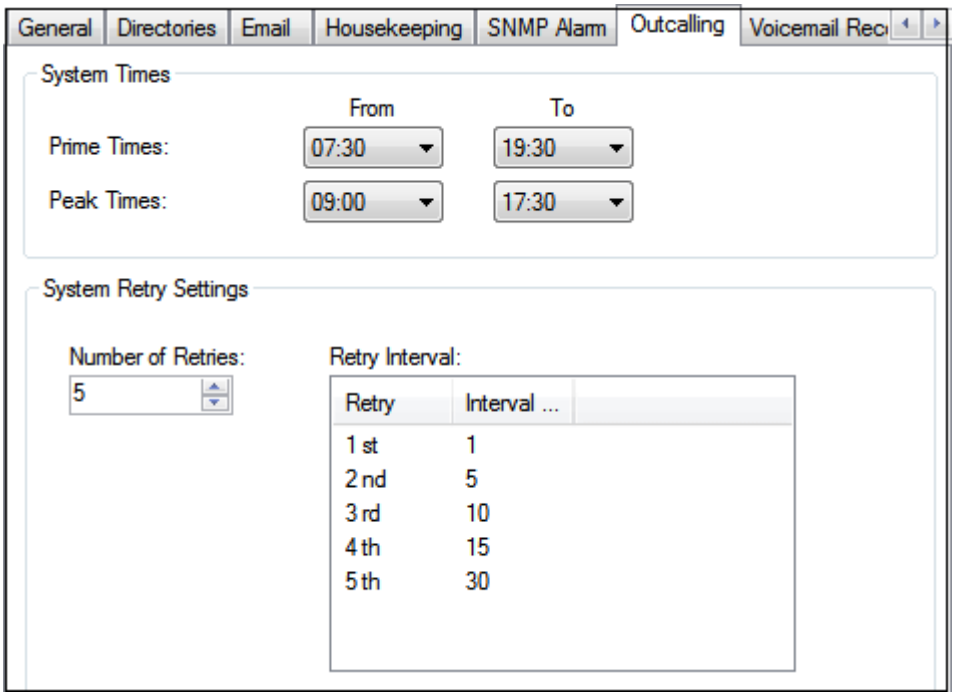
Configuring server preferences on page 325

Outcalling

This tab sets the default settings for outcalling operation. This tab is not shown if outcalling is disabled. See Enabling/Disabling Outcalling on page 220.

Mailbox owners can then configure their own outcalling options from their telephone, for example, create their own time profile. You can also view and edit those individual user settings, see Configuring a user's outcalling settings on page 181

These settings can only be adjusted in the preferences of the central/primary voicemail server. The settings of other voicemail servers in the network automatically match those settings.



Setting	Description
System Times These fields set the define start and end times for two different time categories. The individual users can then select whether they want outcalling used during those time periods rather than having to manually define their own times for outcalling.	
Prime Times	The time period that outcalling is to be active as default for the system.
Peak Times	The busiest working hours.
System Retry Settings Set the default frequency for outcalling retries.	
Number of Retries	Range 0 and 10. If the message is not collected after the last retry, no notification is sent until another new message is delivered in the user's mailbox.
Retry Interval	The retry interval for each successive retry. The interval is the length of time between each attempt to connect to the target number again. The 6th to 10th retries use the default retry interval.

Related links

Configuring server preferences on page 325

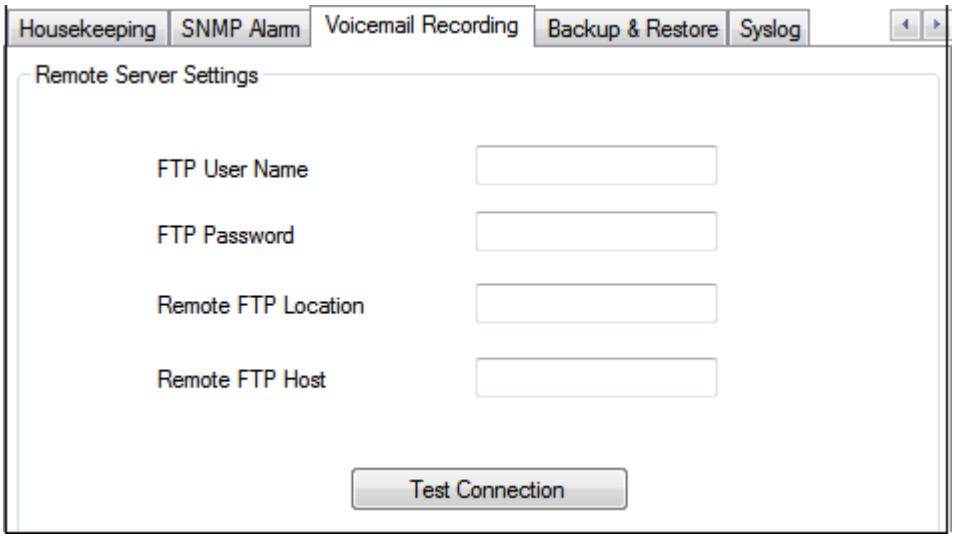
Voicemail Recording

These settings are only used for a voicemail server when the call recording archiving application is being run on different server. That applies to a number of scenarios:

- On the primary voicemail server when the call recording archiving application is running on an IP Office Application Server server separate from the primary voicemail server.
- On the secondary voicemail server when being used for resiliency support for the primary voicemail server.
- On the secondary voicemail server in IP Office Select mode when using dual-active voicemail servers.

Important:

These settings should not be set on the voicemail service running on the same server as the call archiving application.



Setting	Description
FTP User Name	Set the user name for access to the remote SFTP server.
FTP Password	Set the password for access to the remote SFTP server.
Remote FTP Location	Enter the file path for the files on the target server. This is a sub-path to the remote servers root folder.
Remote FTP Host	Set the address (IP address or fully qualified domain name) of the target server.
Test Connection	When clicked, the server will test the connection using the current settings and report the results.

Related links

Configuring server preferences on page 325

Syslog

Use these preferences to configure the voicemail server to write syslog records to a syslog server. The records can include alarms, events and changes in operation of the voicemail server.

Setting	Description
Enable Syslog	Default = Off. Select whether the voicemail server should send Syslog records.
IP Address	Set the IP address of the destination Syslog server.
Port	Default = 514. Set the UDP port on which the destination server is known to listen for incoming Syslog reports.

Related links

Configuring server preferences on page 325

Alarms

The voicemail server can be configured to make alarm calls to users. This is done by directing a caller to an Alarm Set action in a callflow. As an administrator, you can also view the alarms that have been set and also edit those alarms. You can also manually add additional alarms. Alarms can also be viewed and edited using the Voicemail Pro client. The Voicemail Pro is limited to 2 outgoing alarm calls at the same time (subject to voicemail port availability). Any additional alarm calls are delayed until the existing alarm calls have been completed.

Setting	Description
Time (hh:mm)	Set the alarm time in 24-hour format. A time value can be entered or a call variable can be used. If left blank or if the call variable used is not a valid time value, the call flow user is asked to enter a time the same as if **Ask Caller** was selected.

Table continues…

Setting	Description
Frequency	Sets how often the alarm should occur. The options are **Single**, **Daily** or **Weekly**. A variable with value 1, 2 or 3 respectively can be used.
Day	Useable with **Single** and **Weekly** alarms. Set the day for the alarm. The option **Today** is also available for alarms where the **Frequency** is set as **Single**.
File	This field is optional. If a file is specified here it is used for the alarm call. If no file is specified the default alarm message ("This is an alarm call, please hang up") is used.
Display Text	By default the alarm will display "Alarm" on the target if it is an Avaya display telephone. This field can be used to customize the text used.
Ring Time	Default = 60 seconds. Range = 5 to 120 seconds. This field set the length of ring time used for the alarm call if not answered.
Retries	Default = 0 (Off). Range = 0 to 10. This field can be used to specify how many times the alarm should be repeated if it is not answered and cleared. When a value other than 0 is selected, the Interval option becomes available to specify the interval between repeats.
Interval	Default = None (Off). If a number of retires is specified, this option can be used to select the number of minutes between repeated alarm attempts until the alarm is cleared.
Cancel Code	Default = Off. When off, the alarm is cleared if the alarm call is answered. If on, a dialing code can be specified. If the correct code is not dialed in response to an alarm, the alarm is not cleared and will repeat if retries have been specified.
Cancel Code	Default = *, Range = Up to 4 digits. This field is used to enter the dialing required to clear the alarm call. The value * will match any dialing. To cancel the alarm, the cancel code must be entered followed by the hash key (#). The file used to play the alarm message must mention the cancel code and the fact that cancel code must be followed by the hash key (#).

Related links

Configuring server preferences on page 325

User Group

These preferences are only accessible through web management. These settings are used to select the user mailboxes to include when a **Selective Voicemail** backup is run. See Backup and restore using Web Manager on page 346.

For subscription systems, it also sets which mailboxes are included in the daily automatic backup to Customer Operations Manager. See Backup config on page 340.

Related links

Configuring server preferences on page 325

Backup config

These settings are shown on subscription systems. They set what elements of voicemail should be included in the automatic daily backup of those systems to Customer Operations Manager.

Option	Description
Configuration Backup	If enabled, includes the voicemail service configuration in the automatic backups.
Custom Prompts Backup	If enabled, include the custom prompts folder in the automatic backups.
Selective Mailboxes Backup	If enabled, include the messages from the mailboxes defined by the **User Group** preferences tab. See User Group on page 339.

Related links

Configuring server preferences on page 325

Chapter 46: Custom prompt management

The web manager interface can be used to upload and manage custom prompt files. This is done by uploading the WAV files to the `VMProCustomPrompts` folder shown in the **File Manager**.

The `VMProCustomPrompts` folder is not the actual directory used by the Voicemail Pro application. The **Apply Prompts** icon is used update the prompts available to the voicemail server. When clicked:

- All the prompt files present in the `VMProCustomPrompts` directory are copied to the `Custom Prompts` directory (`/opt/vmpro/Wavs/Custom Prompts`) used by the Voicemail Pro application and accessible from within the Voicemail Pro client.
- This is a one-way synch, with the `VMProCustomPrompts` directory as the master, that is:
  - It copies any new files to the `Custom Prompt` directory.
  - It updates any existing files already in the `Custom Prompts` directory.
  - It deletes from the `Custom Prompts` directory any files no longer present in the `VMProCustomPrompts` directory.
- It doesn't support:
  - Files being recorded directly into the `Custom Prompts` directory using the Voicemail Pro client.
  - Changes to files in the `Custom Prompts` directory using the Voicemail Pro client.
  - The custom numeric prompts used by **Queue Position** actions. Those can only be added through the actions own settings menu.

Applying prompts from web manager is not supported whilst the Voicemail Pro client is also connected to the voicemail service.

Related links

Uploading prompts on page 342
Copying a prompt on page 342
Renaming a prompt on page 343
Deleting custom prompts on page 343
Retrieving a deleted prompt on page 344
Uploading Prompts to the Voicemail Server on page 345

Uploading prompts

About this task

Using the file manager you can upload custom prompt files from the **VMProCustomPrompts** folder to the voicemail server. To upload custom prompt files:

Procedure

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Click on the + **upload** icon.
5. Enter the file name or use the **Browse** button to select the file.
6. To add another file, click on **Add Files**.
7. When you have selected all the files required, click **OK**.

   After making any changes to the set of prompts, click the **Apply Prompts** icon. This copies all the prompts in the file manager **VMProCustomPrompts** directory into the **Custom Prompts** directory used by the Voicemail Pro application.

Related links

Custom prompt management on page 341

Copying a prompt

About this task

Using the file manager you can make a copy an existing prompt from another folder into the **VMProCustomPrompts** folder.

Procedure

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Select the checkbox next to the prompt or prompts that you want to copy.
5. Click on the **Copy** icon.
6. Select the **VMProCustomPrompts** folder and click **Copy**.

After making any changes to the set of prompts, click the **Apply Prompts** icon. This copies all the prompts in the file manager **VMProCustomPrompts** directory into the **Custom Prompts** directory used by the Voicemail Pro application.

Related links

Custom prompt management on page 341

Renaming a prompt

About this task

Using the file manager you can rename an existing prompt file.

Procedure

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Click file you want to rename to select it.
5. Click on the **Rename** icon.
6. Enter the new name and click **OK**.

   After making any changes to the set of prompts, click the **Apply Prompts** icon. This copies all the prompts in the file manager **VMProCustomPrompts** directory into the **Custom Prompts** directory used by the Voicemail Pro application.

Related links

Custom prompt management on page 341

Deleting custom prompts

About this task

Using the file manager you can delete existing custom prompt files.

Procedure

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.

4. Select the checkbox next to the prompt or prompts that you want to delete.
5. Click on the **Delete** icon.
6. To confirm that you want to delete the files click **Yes**.

   The selected files are moved to the **VMProCustomPromptsTrash** folder and a marked as **Archive** files for automatic deletion at the voicemail servers next housekeeping.

   After making any changes to the set of prompts, click the **Apply Prompts** icon. This copies all the prompts in the file manager **VMProCustomPrompts** directory into the **Custom Prompts** directory used by the Voicemail Pro application.

Related links

Custom prompt management on page 341

Retrieving a deleted prompt

About this task

Using the file manager, you can retrieve deleted custom prompts. You can only do this if the previously deleted prompt has not then been removed by the voicemail servers regular housekeeping function.

Procedure

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Copy the deleted prompts back to the custom prompts folder:
   a. Select the **VMProCustomPromptsTrash** directory.
   b. Select the checkbox next to the prompt or prompts that you want to undelete.
   c. Click on the **Move** icon.
   d. Select the **VMProCustomPrompts** folder and click **Move**.
4. Deselect the archive property:
   a. Select the **VMProCustomPrompts** directory.
   b. Select the checkbox next to the prompt or prompts that you just moved.
   c. Click on the **Set Attributes** icon.
   d. Deselect the **Archive property** and click **OK**.

   After making any changes to the set of prompts, click the **Apply Prompts** icon. This copies all the prompts in the file manager **VMProCustomPrompts** directory into the **Custom Prompts** directory used by the Voicemail Pro application.

Related links

Custom prompt management on page 341

Uploading Prompts to the Voicemail Server

When the ➡] **Apply Prompts** icon is clicked:

- All the prompt files present in the VMProCustomPrompts directory are copied to the Custom Prompts directory (/opt/vmpro/Wavs/Custom Prompts). That is the directory used by the Voicemail Pro application and accessible from within the Voicemail Pro client.
- This is a one-way synch, with the **VMProCustomPrompts** directory as the master, that is:
  - It copies any new files to the **Custom Prompt** directory.
  - It updates any existing files already in the **Custom Prompts** directory.
  - It deletes from the **Custom Prompts** directory any files no longer present in the **VMProCustomPrompts** directory.
- It doesn't support:
  - Files being recorded directly into the **Custom Prompts** directory using the Voicemail Pro client.
  - Changes to files in the **Custom Prompts** directory using the Voicemail Pro client.
  - The custom numeric prompts used by **Queue Position** actions. Those can only be added through the actions own settings menu.
- Applying prompts from web manager is not supported whilst the Voicemail Pro client is also connected to the voicemail service.

Related links

Custom prompt management on page 341

Chapter 47: Backup and restore using Web Manager

The server web management menus can be used to run server backup and restore functions.

Note:

These are functions for all applications hosted by the server which include the voicemail server.

Voicemail backup/restore is only supported on the same major.minor version. For example, a backup from a 9.1 system should not be restored onto a 10.0 system.

Related links

Backing up using web management on page 346
Restoring a backup using web management on page 347

Backing up using web management

About this task

This section provides a summary of the processes for backup/restoration of voicemail using web management. Refer to the Administering Avaya IP Office™ Platform with Web Manager documentation for full details, especially remote server and proxy configuration, as these menus are also used to backup and restore other services provided by the server.

Procedure

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the ☰ icon next to the server and select **Backup**.
3. Check that the voicemail server is included in the list of selected servers.
4. From the **Select Voicemail Pro Sets** drop-down, select the type of backup required. The options are:

Option	Description
Voicemail Pro Configuration	Backup the voicemail server preferences, call flows and custom prompts.

Table continues…

Option	Description
Messages & Recordings	Backup the mailbox messages and recordings including mailbox name and greeting recordings.
Voicemail Pro Full	This backup option is a combination of the two options above. It is a full backup of the voicemail server.
Selective Voicemail	This option allows selection of which mailboxes to backup. It then backs up the messages and recording in those mailboxes. The selection of users is done through the **User Group** page in the system preferences. See User Group on page 339.

5. From **Select Remote Server**, select the existing remote server to which the backup should be sent.

   To create a new remote server destination select **Add New Server**. The settings for the remote server access are displayed. Supported protocols for backup/restore are HTTPS or HTTP. Remote server destinations that you add are saved and then selectable from the drop-down list of remote servers for this and other web manager functions.

6. If the connection to the remote server requires routing via a proxy server, select **Use Proxy** and enter the proxy server details.
7. To schedule the backup, select **Use Schedule** and enter the required time and dates. If you select to make it a recurring backup, select the frequency (Weekly or Monthly).
8. Click **Start**.

Related links

Backup and restore using Web Manager on page 346

Restoring a backup using web management

About this task

The process below can be used to restore a previous web management backup.

- This section is a summary of the processes for backing up/restoration of a voicemail server using web management. Refer to the Administering Avaya IP Office™ Platform with Web Manager documentation for full details, especially remote server and proxy configuration, as these menus are also used to backup and restore other services provided by the server.

Procedure

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the ☰ icon next to the server and select **Restore**.
3. In the **Select Remote Server** drop-down select the remote server that was used for the previous backups.
4. If the connection to the remote server requires routing via a proxy server, select **Use Proxy** and enter the proxy server details.

5. Click **Get Restore Points**.
6. Select the backup and click **Restore**.

Related links

Backup and restore using Web Manager on page 346

Chapter 48: Offline Call Flow Editing

In situations where the Voicemail Pro client cannot connect directly to the voicemail server, the server's web management menus can be used to download an offline configuration for editing locally. The edited configuration can then be uploaded to back to the server.

Related links

Downloading the Voicemail Pro Windows client on page 349
Downloading the Call Flow for Offline Editing on page 349
Editing an Offline Call Flow on page 350
Uploading the Edited Call Flow on page 351

Downloading the Voicemail Pro Windows client

About this task

The installer for the Voicemail Pro client can be downloaded from the server's web management menus. The client can then be installed on a Windows PC.

Procedure

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the ☰ icon next to the server and select **Platform View**.
3. In the platform view, click on the **App Center** tab.
4. Download and install the Voicemail Pro client package.

Related links

Offline Call Flow Editing on page 349

Downloading the Call Flow for Offline Editing

About this task

This process downloads the voicemail server's call flow. It can then be edited and uploaded back to the system.

Procedure

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - Call Flow Management**.
3. Wait whilst the web management synchronizes its copy of the call flow with that currently being used by the voicemail service.
4. Click **Download Voicemail Pro Offline Configuration File**.
5. Select to save the file and click **OK**.
6. Copy the downloaded `VMProConfig.tar.gz` file to `C:\Program Files (x86)\Avaya\IP Office\Voicemail Pro\VM\Input`.

Next steps

- Edit the call flow using the voicemail client in its offline mode. See Editing an Offline Call Flow on page 350.

Related links

Offline Call Flow Editing on page 349

Editing an Offline Call Flow

About this task

This process is used to edit the call flow downloaded from the voicemail server.

Before you begin

- Download the system's current call flow. See Downloading the Call Flow for Offline Editing on page 349.

Procedure

1. On the PC, start **IP Office** > **Offline call-flow designer**.
2. Edit the call flow as required.
3. When finished, click **Save & Make Live**. The modified call flow is saved back into the downloaded archive file.

Next steps

- Upload the call flow back to the server. See Uploading the Edited Call Flow on page 351.

Related links

Offline Call Flow Editing on page 349

Uploading the Edited Call Flow

About this task

This process uploads an edited offline call flow back to the server.

Before you begin

- Edit the downloaded call flow are required. See Editing an Offline Call Flow on page 350.

Procedure

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - Call Flow Management**.
3. Click **Upload Voicemail Pro Offline Configuration File**.
4. Select to file from the `C:\Program Files (x86)\Avaya\IP Office\Voicemail Pro\VM\Output` folder.
5. Click **OK**.
6. When prompted with **Make configuration live**, click **Yes**.

Related links

Offline Call Flow Editing on page 349

Part 10: Advanced Server Configuration

Chapter 49: Centralized Voicemail Pro

A Small Community Network (SCN) consists of several IP Office telephone systems. Within an SCN, the following options are supported for providing voicemail:

Method	Description
Centralized Voicemail Server	A single voicemail server linked to one of the IP Office systems in the network provides voicemail services for all the IP Office systems.
Fallback IP Office	If the IP Office linked to the centralized voicemail server fails, another IP Office system in the network can be configured to take control of the voicemail server.
Backup Voicemail Server	Another voicemail server can be setup as an inactive backup server. If the centralized voicemail server fails, the backup server becomes active and provides voicemail services for the network.
Distributed Voicemail	Multiple voicemail server can be configured, each providing voicemail services, except message storage, for various IP Office systems in the network. However the centralized voicemail server continues

Combinations of the solutions above can be deployed. For example using a backup server and fallback IP Office control.

In all cases:

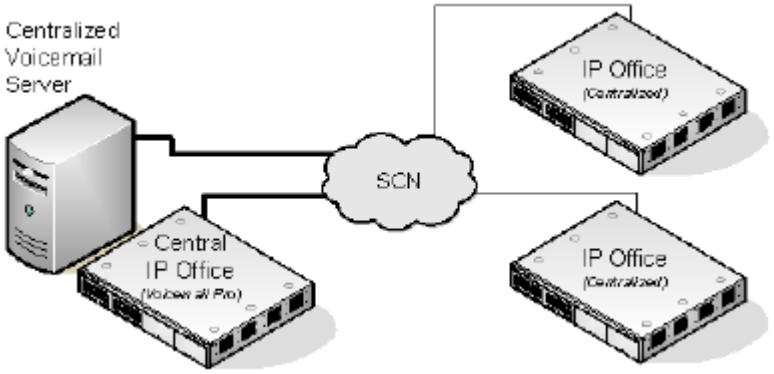
- The central Voicemail Pro server remains the store for messages and recordings (except for Exchange UMS users). It also does all message waiting indication and is the server used for message collection.
- Only when the centralized server is unavailable will any backup or distributed server do message storage and collection.
- When the centralized server is restored, messages and recordings collected by the other servers are forwarded to the centralized server.

Related links

Centralized Voicemail on page 354
Fallback IP Office Control on page 355
Backup Voicemail Server Operation on page 356
Distributed Voicemail Servers on page 359
Combined Options on page 363
Installation Notes on page 365

Centralized Voicemail

Within a Small Community Network, a single Voicemail Pro server can be used to provide voicemail features for all the IP Office in the SCN.



One IP Office is configured for operation with the Voicemail Pro server as normal, including the license for voicemail operation and the features required. This IP Office is then regarded as the central IP Office for voicemail.

- Within the other IP Office systems, the voicemail settings are configured to indicate that they get their voicemail services from the central IP Office. These IP Office systems do not need licenses for voicemail (except for UMS if required).
- The users of the IP Office systems located in different time zones receive messages with their respective time zone's time stamp.
- In the centralized Voicemail Pro setup, the time source of the IP Office network must be SNTP (Simple Network Time Protocol).

Summary of IP Office Settings

Once the IP Office SCN has been setup, the following settings are used in the IP Office systems to provide voicemail operation for all the IP Office systems.

IP Office Settings	Central IP Office	Other IP Office systems
Voicemail Type	Voicemail Pro	Centralized Voicemail
Voicemail IP Address	Set to the Voicemail Pro server computer's IP address.	Not used.
Voicemail Destination	Not used.	Set to the Outgoing Group ID of the H323 Line to the central IP Office.
Licenses	This system needs licenses for all the Voicemail Pro features required.	The other IP Office systems only require licenses for UMS and or for Media Manager if required.

When accessing a Voicemail Pro server that is acting as centralized Voicemail Pro server, the Voicemail Pro client displays **Centralized Voicemail** in the title bar.

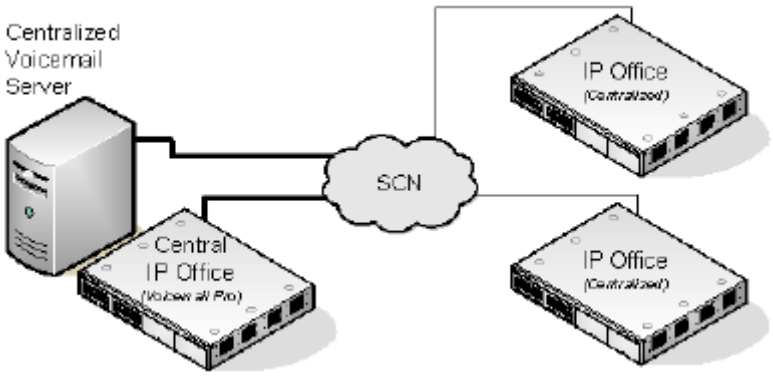
Related links

Centralized Voicemail Pro on page 353

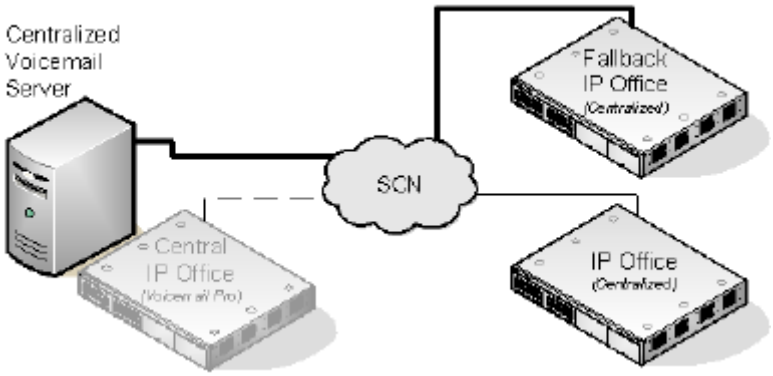
Fallback IP Office Control

Fallback allows another IP Office in the SCN to control the Voicemail Pro server if the central IP Office becomes unavailable.

- **Normal Operation:** During normal operation, voicemail services for the network are provided by the central IP Office communicating with the Voicemail Pro server.



- **Fallback Operation:** If the central IP Office becomes unavailable, control of voicemail server is taken over by the fallback IP Office.



Important:

- During the transition of voicemail control, access to voicemail may be unavailable for several minutes. Existing voicemail calls are disconnected and new calls are routed as if voicemail is unavailable. The same applies both when going into fallback and when recovering from fallback.

Setup and Requirements for Voicemail Fallback

- Within the configuration of the central IP Office hosting the Voicemail Pro server, on the H323 Line to the fallback IP Office.
  - The **Supplementary Services** setting should be changed from **IP Office - SCN to IP Office -SCN Fallback**.

- The option **Backs up my Voicemail** should then be selected from the **SCN Backup Options**.

- The fallback IP Office is configured for centralized voicemail as normal. However its configuration must also include licenses for the Voicemail Pro support and the voicemail features required during fallback.

Related links

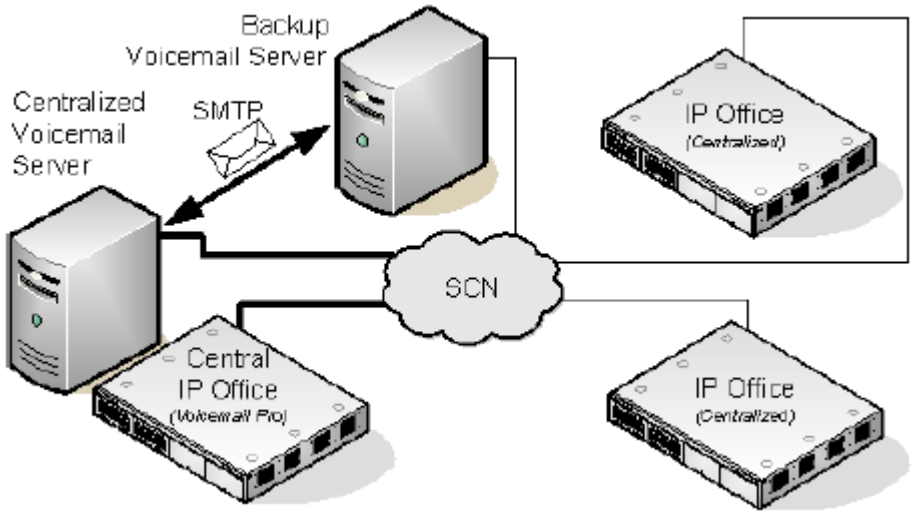
Centralized Voicemail Pro on page 353

Backup Voicemail Server Operation

The IP Office hosting the centralized Voicemail Pro server can be configured with the IP address of a backup Voicemail Pro server. If the centralized Voicemail Pro server becomes unavailable, the backup Voicemail Pro server is used to provide voicemail services.

During Normal Operation

Voicemail services and message storage for the IP Office is provided by the central Voicemail Pro server.

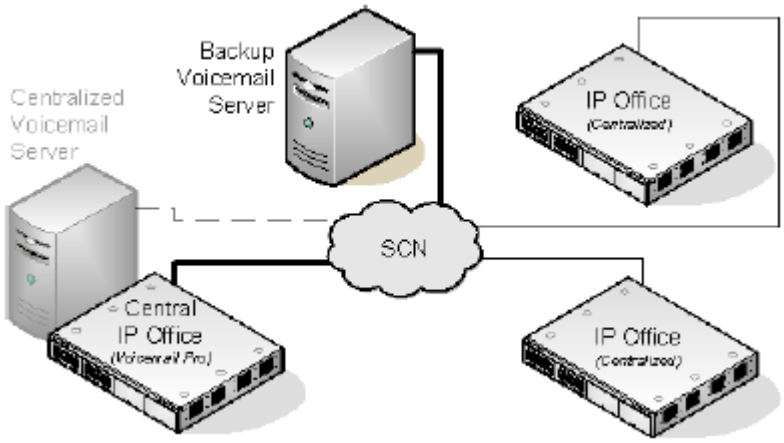


- Call flows, greetings, recorded names, and configuration settings on the backup Voicemail Pro server are synchronized with those on the central Voicemail Pro server. The configuration settings that are synchronized include the registry settings, user variables, SMTP mappings, and alarms. However, the directory locations, settings specific to Voicemail Pro client, Campaign settings, Service SID of the Voicemail Pro service, and backup configuration settings are not synchronized.
  - Call flows defined on the central server are synchronized with the backup server.
  - Call flows defined on the central server cannot be modified on the backup server.
  - Call flows cannot be defined on the backup server.
  - Call flows defined on a distributed server are not synchronized to the central or backup servers.

- Messages are synchronized, but the central Voicemail Pro server remains the message store.
- The central and backup servers are synchronized regularly at defined intervals using SMTP SSL/TLS communication between the servers. If the servers fail to connect using SSL/TLS over SMTP, then plain text communication is used.

During Backup Operation

If the central server become unavailable to the network:



- The backup server provides voicemail services to the IP Office systems.
- New messages are stored on the backup server.

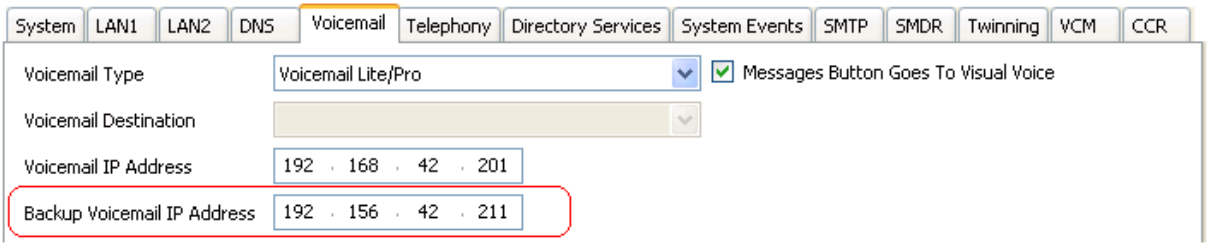
After Backup Operation

When the central server is restored to the network:

- Call flows, greetings, recorded names, and configuration settings on the central server are synchronized with those on the backup server.
- The central server sends a signal to the backup server to indicate that it is ready to resume control as the active Voicemail Pro server.
- Depending on the mode of failback operation configured, the system administrator or the backup server initiates failback operation to reinstate the central server as the active Voicemail Pro server. For details on configuring failback operation, see Configuring Failback Operation on page 240.
- Any new calls that arrive while failback is in progress are lost.
- If the backup server becomes unavailable to the network before failback operation, the central server resumes control as the active Voicemail Pro server.

Configuring Backup Server Operation

- The Voicemail Pro server software is installed as normal on the backup server computer. The Voicemail Pro server is not specifically configured as being a backup server.
- The central IP Office hosting the primary Voicemail Pro server is configured with the IP addresses of both the primary Voicemail Pro server and the backup Voicemail Pro server.



- The other IP Office are configured for centralized or distributed voicemail as normal.

Related links

Centralized Voicemail Pro on page 353
Manual Failback on page 358
Graceful Failback on page 358
Automatic Failback on page 359

Manual Failback

The following is the sequence of events for the manual failback operation of the backup server:

Procedure

1. The backup server functions as the active Voicemail Pro server until the system administrator shuts down the backup server.
2. The system administrator chooses one of the following options to shutdown the backup server:
   - If no voicemail calls are active on the backup server, shutdown the backup server immediately.
   - If some voicemail calls are active on the backup server, suspend the backup server operation to prevent any new voicemail calls. Then, shutdown the backup server immediately after all the active voicemail calls on the backup server come to an end.
   - If some voicemail calls are active on the backup server, suspend the backup server operation to prevent any new voicemail calls. Then, shutdown the backup server immediately after the number of active voicemail calls on the backup server reduces significantly.
3. When the backup server shuts down, the central server resumes control as the active Voicemail Pro server.

Related links

Backup Voicemail Server Operation on page 356

Graceful Failback

The following is the sequence of events for the graceful failback operation of the backup server:

Procedure

1. The backup server functions as the active Voicemail Pro server while voicemail calls are active on the backup server.
2. The backup server hands over the control to the central server immediately after all the active voicemail calls on the backup server come to an end.

Related links

Backup Voicemail Server Operation on page 356

Automatic Failback

The following is the sequence of events for the automatic failback operation of the backup server:

Procedure

1. The backup server enters the suspend mode to prevent any new voicemail calls and starts a countdown timer for the failback operation timeout.
2. The backup server functions as the active Voicemail Pro server until any one of the following events:
   - All active voicemail calls on the backup server come to an end.
   - Timeout period for failback operation is elapsed. If the failback operation timeout is set to 0, the hand over of control is immediate.

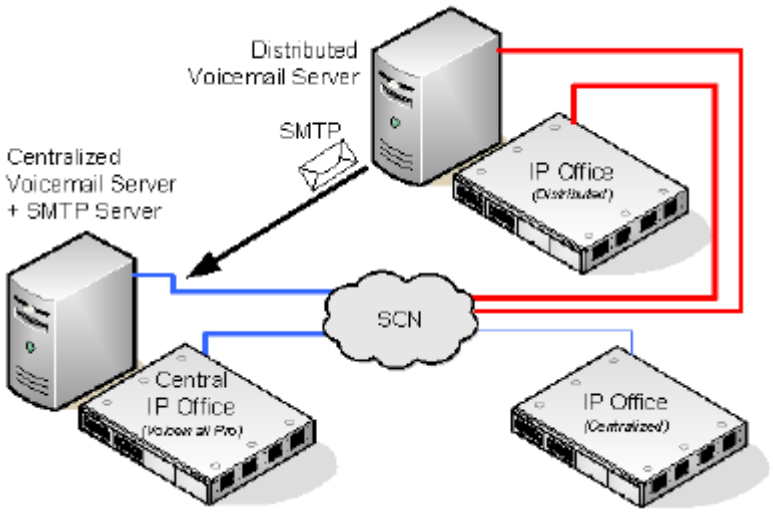
Related links

Backup Voicemail Server Operation on page 356

Distributed Voicemail Servers

Remote IP Office systems in the Small Community Network can be associated with another Voicemail Pro server in addition to the centralized Voicemail Pro server. The additional distributed server then provides all voicemail services, except message storage and collection, for their IP Office. This requires the remote IP Office to have licenses for voicemail operation and the features it requires.

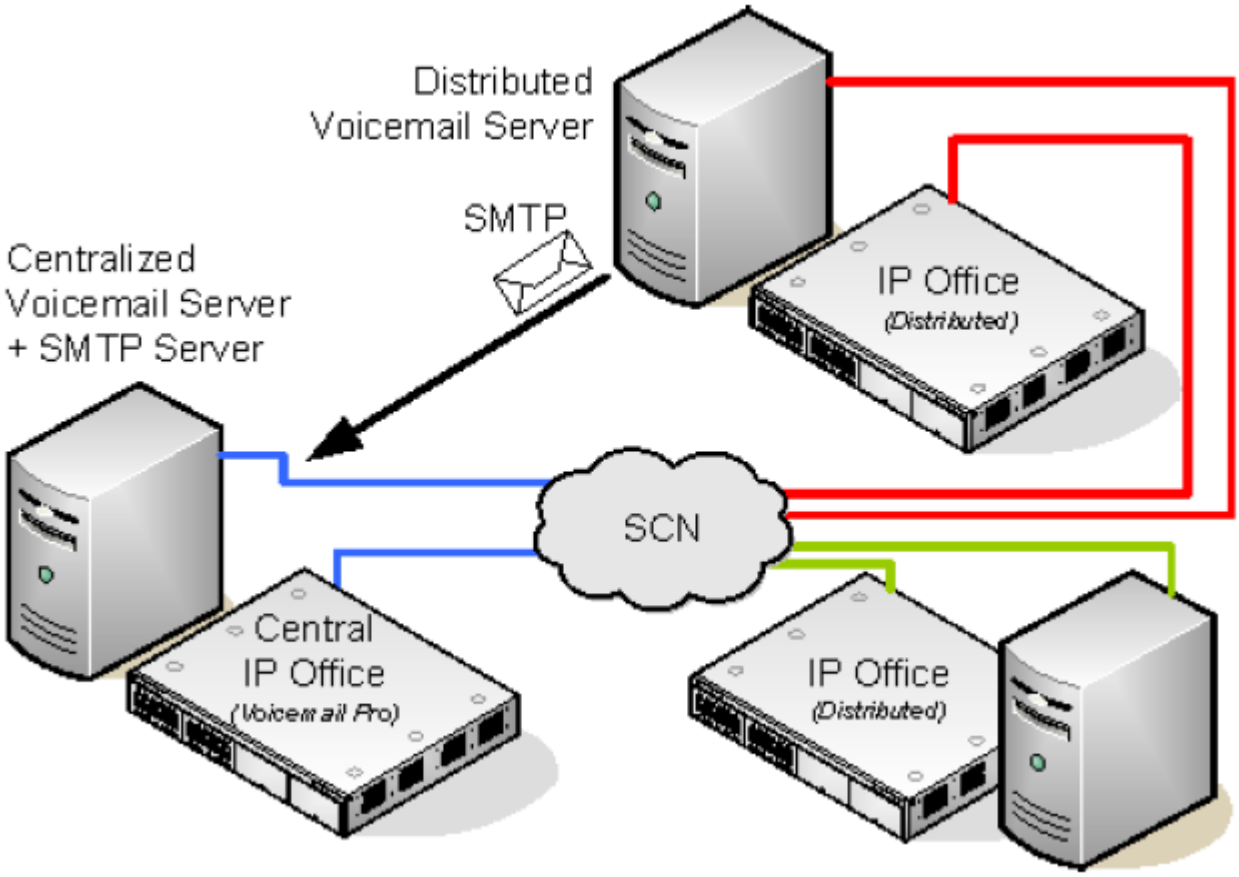
While the distributed server does message recording, it forwards all messages to the central Voicemail Pro server. The messages are transferred between systems using SMTP email. For mailbox users, message waiting indication and message collection is still done using the central Voicemail Pro server. With the support of International Time Zone (ITZ) functionality, the users of the IP Office systems located across the globe receive messages in their voicemail system with their respective local time stamp.



- Each IP Office is set up to use Simple Network Time Protocol (SNTP), the time source of the IP Office Network.
- Other IP Office systems continue to use centralized voicemail as normal.
- An IP Office that is using a distributed Voicemail Pro server cannot also be used as the fallback IP Office for the central Voicemail Pro server.
- SMTP SSL/TLS communication is used to exchange information between the servers. If the servers fail to connect using SSL/TLS over SMTP, then plain text communication is used.

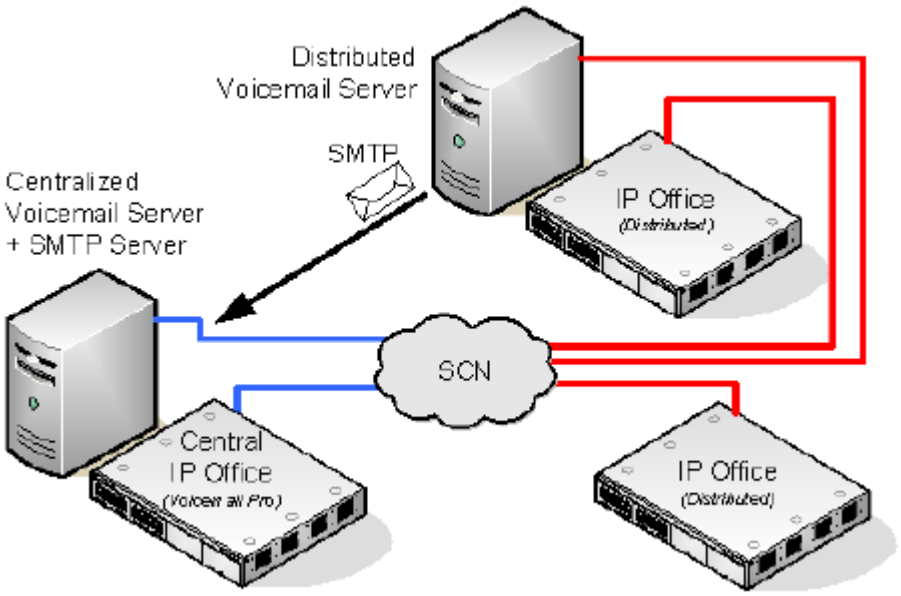
Multiple Distributed Servers

Additional distributed Voicemail Pro servers can be added as required by the individual IP Office sites in the Small Community Network.



Sharing Distributed Voicemail Servers

The same distributed Voicemail Pro server can be shared by several IP Office systems. The services it provided to each depend on the licenses that each IP Office has.

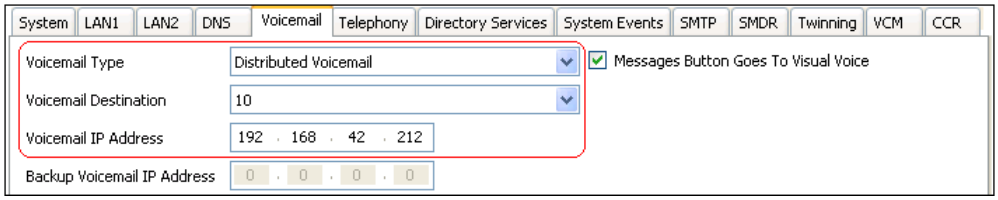


Summary of IP Office Configuration Settings for Distributed Voicemail Servers

IP Office settings	Central IP Office	Other IP Office systems	IP Office with Distributed Server
Voicemail Type	Voicemail Pro	Centralized Voicemail	Distributed Voicemail
Voicemail IP Address	Set to the central Voicemail Pro server computer's IP address.	Not used	Set to the distributed Voicemail Pro server computer's IP address.
Voicemail Destination	Not used	Set to the Outgoing Group ID of the H323 Line to the central IP Office.	Set to the Outgoing Group ID of the H323 Line to the central IP Office.
Licenses	This system needs licenses for Voicemail Pro and all voicemail features required.	The other IP Office systems only require licenses for UMS and or for Media Manager if required.	This system needs licenses for Voicemail Pro and all voicemail features required.

Configuring Distributed Voicemail Server Operation

1.
2. The centralized Voicemail Pro server for the SCN and its central IP Office are configured as normal.
3. The Voicemail Pro server software is installed as normal any distributed Voicemail Pro server computer. The distributed Voicemail Pro server is not specifically configured as being a distributed server.
4. Each IP Office hosting a distributed Voicemail Pro server is configured with the Voicemail Type set to Distributed Voicemail.



   - The Voicemail Destination is set to the Outgoing Group ID of the H323 trunk to the central IP Office hosting the centralized Voicemail Pro server.
   - The Voicemail IP Address is set to the IP address of the computer running the distributed Voicemail Pro server for the IP Office.

Note:

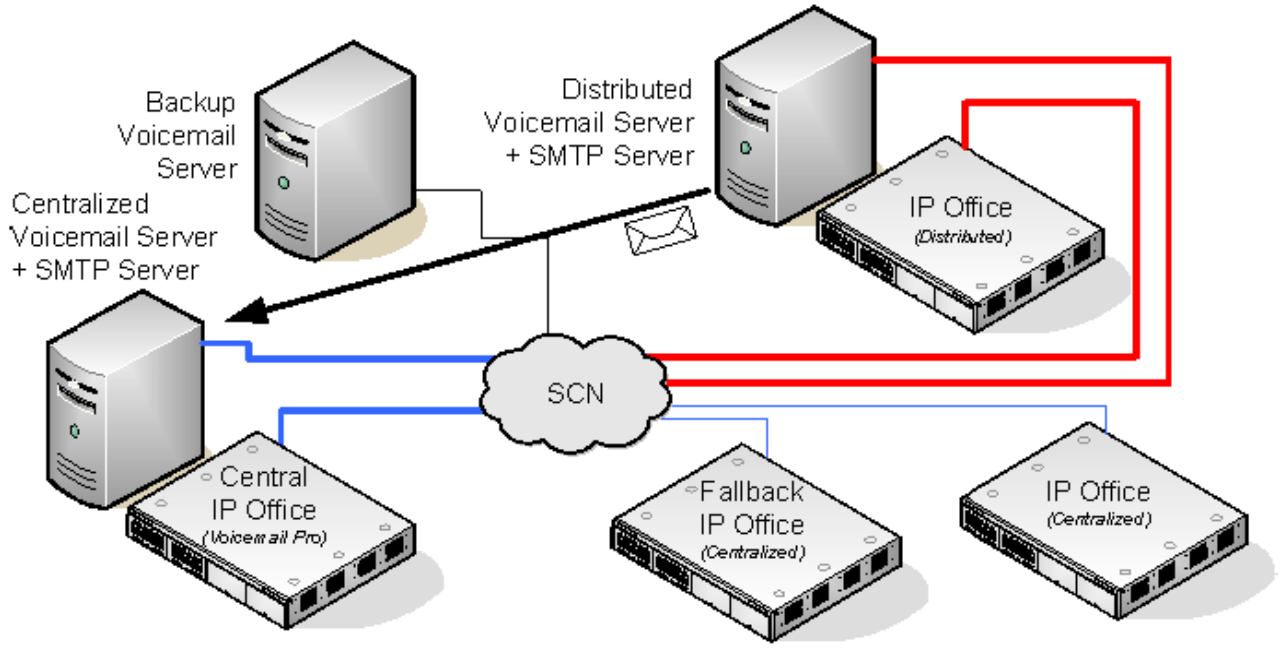
If you are using Voicemail Pro in a distributed environment, a distributed server delivers a recorded message to the central voicemail server on completion of the recording. However, the presentation to the voicemail server for message waiting indication (MWI) and access via telephone may be delayed because of the internal processing of the message and the network latency. The delay might be up to 2 minutes in high traffic situations.

Related links

Centralized Voicemail Pro on page 353

Combined Options

The various centralized voicemail options (standard, fallback, backup and distributed) can be used within the same Small Community Network.

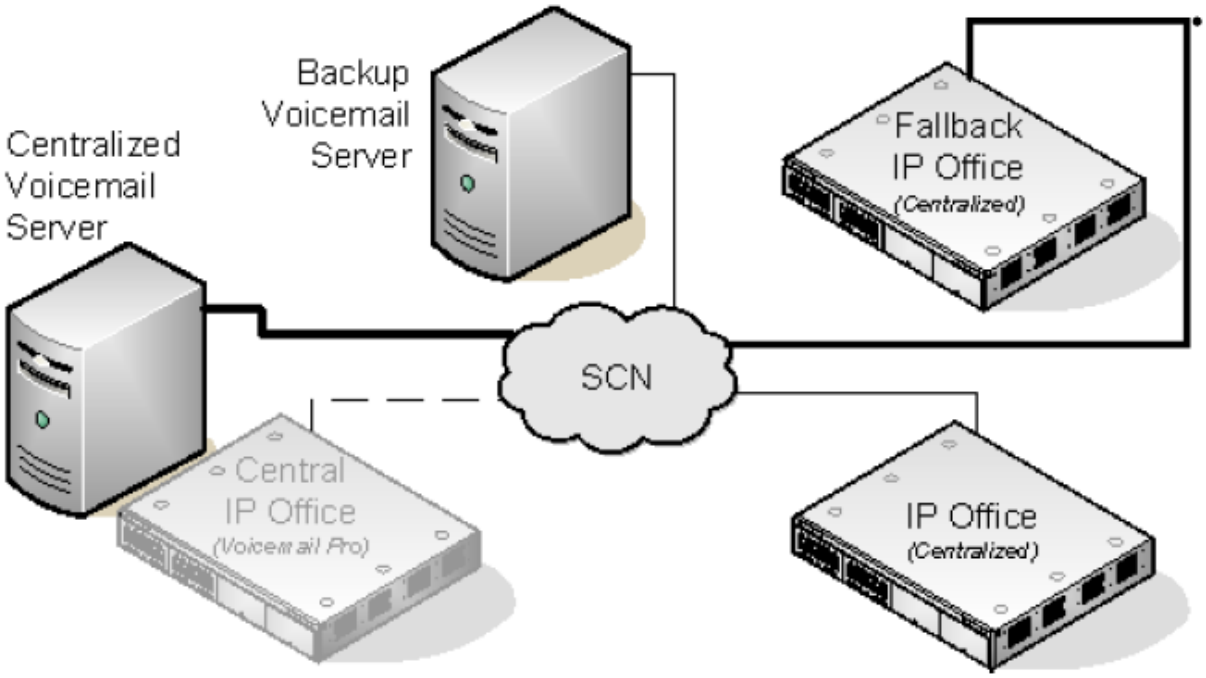


- An IP Office using a distributed voicemail cannot be used as the fallback IP Office for the central IP Office.
- A distributed Voicemail Pro server cannot also be used as the backup Voicemail Pro server.

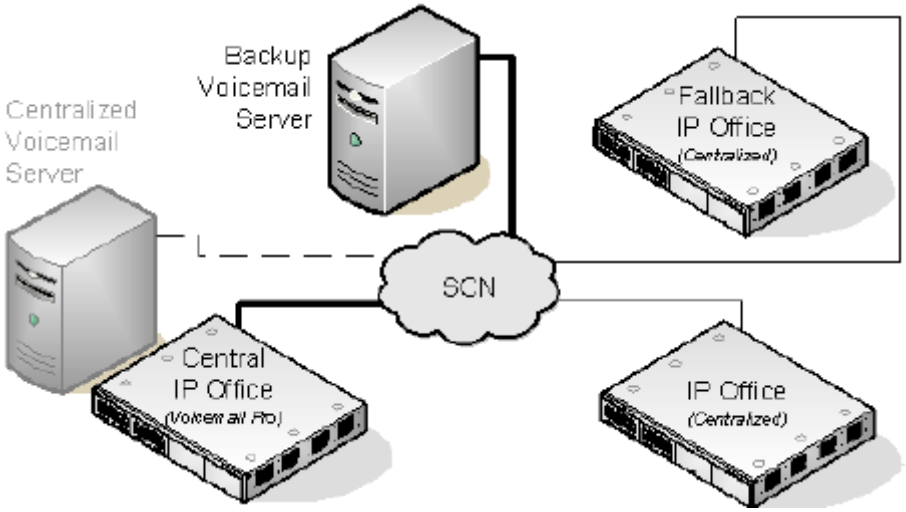
Example: Combined Fallback Control and Backup Server Operation

In the example below the fallback IP Office control and backup voicemail server operation can be combined.

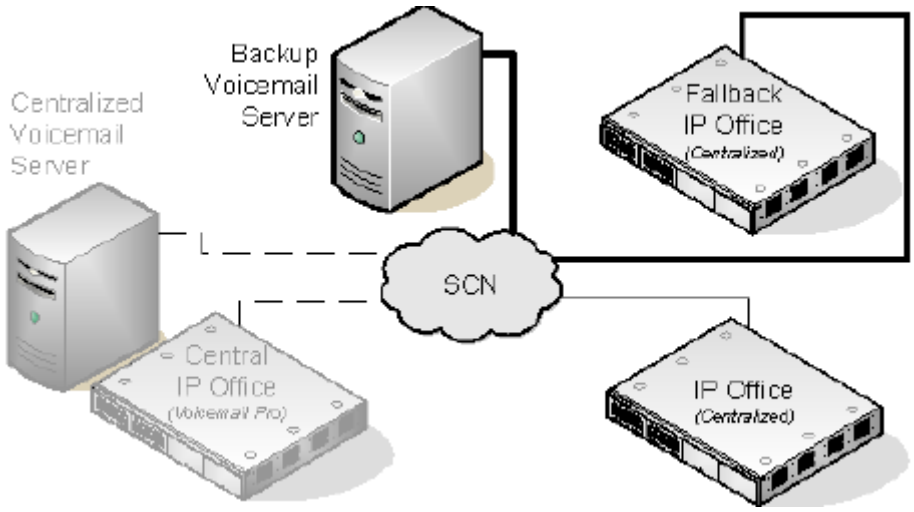
- **Central IP Office Unavailable:** If the central IP Office becomes unavailable on the network, the fallback IP Office takes over control of voicemail services using the centralized Voicemail Pro server.



- **Central Voicemail Unavailable:** If the central Voicemail Pro server becomes unavailable on the network, the central IP Office will switch to using the backup Voicemail Pro server.



- **Central IP Office and Central Voicemail Pro Server Unavailable:** If both the central IP Office and the central Voicemail Pro server become unavailable to the network, voicemail services will switch to the backup Voicemail Pro server under control of the fallback IP Office.



Related links

Centralized Voicemail Pro on page 353

Installation Notes

SMTP Configuration

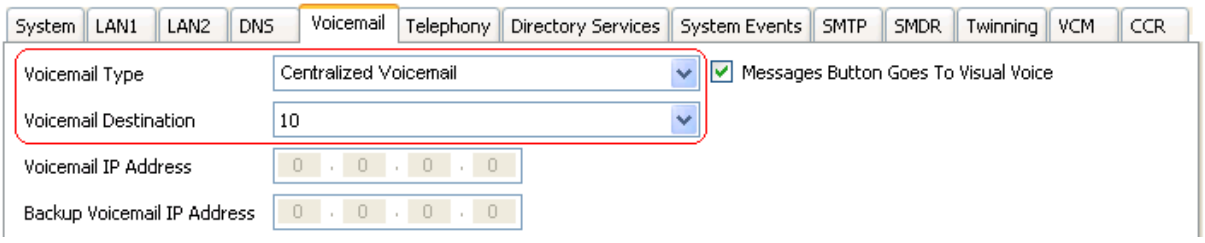
Both the distributed voicemail and backup voicemail scenarios use the same mechanism for the information exchange between the servers. That mechanism uses the SMTP SSL/TLS communication between the Voicemail Pro servers. If the servers fail to connect using SSL/TLS over SMTP, then plain text communication is used.

Voicemail Pro Configuration

In all scenarios, each Voicemail Pro server should use the same basic configuration settings, ie. the same voicemail mode (Intuity or IP Office) and the same housekeeping settings.

Configuring Centralized Voicemail Server Operation

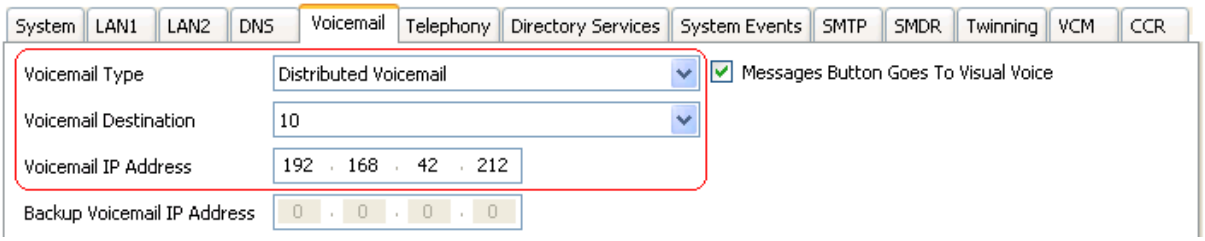
- The centralized Voicemail Pro server for the SCN and its central IP Office are configured as normal.
- Each IP Office not hosting a distributed Voicemail Pro server is configured with the Voicemail Type set to Centralized Voicemail.



- The **Voicemail Destination** is set the **Outgoing Group ID** of the H323 trunk to the central IP Office hosting the centralized Voicemail Pro server.

Configuring Distributed Voicemail Server Operation

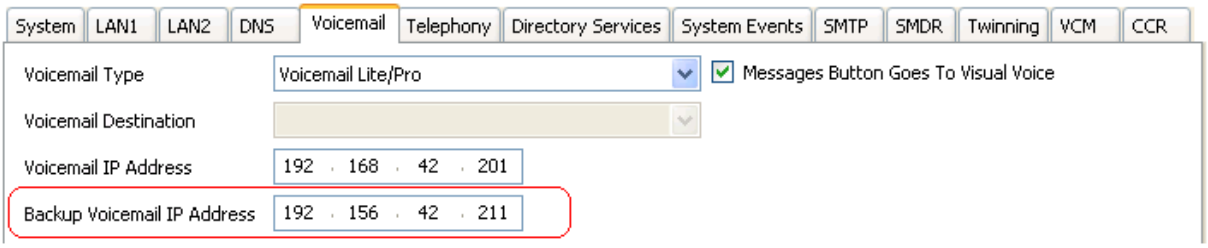
- The centralized Voicemail Pro server for the SCN and its central IP Office are configured as normal.
- The Voicemail Pro server software is installed as normal any distributed Voicemail Pro server computer. The distributed Voicemail Pro server is not specifically configured as being a distributed server.
- Each IP Office hosting a distributed Voicemail Pro server is configured with the **Voicemail Type** set to **Distributed Voicemail**.



- The **Voicemail Destination** is set to the **Outgoing Group ID** of the H323 trunk to the central IP Office hosting the centralized Voicemail Pro server.
- The **Voicemail IP Address** is set to the IP address of the computer running the distributedVoicemail Pro server for the IP Office.

Configuring Backup Server Operation

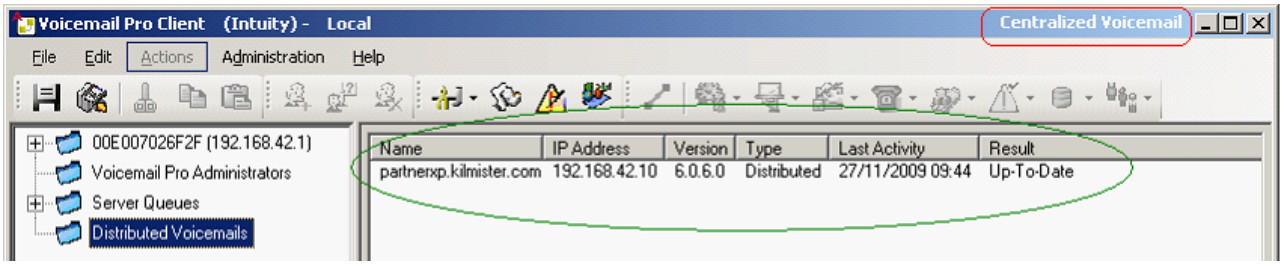
- The Voicemail Pro server software is installed as normal on the backup server computer. The Voicemail Pro server is not specifically configured as being a backup server.
- The central IP Office hosting the primary Voicemail Pro server is configured with the IP addresses of both the primary Voicemail Pro server and the backup Voicemail Pro server.



- The other IP Office are configured for centralized or distributed voicemail as normal.

Checking Status with the Voicemail Pro Client

When connected to a Voicemail Pro server using the Voicemail Pro client, the client title bar will display the role of that Voicemail Pro server; Centralized Voicemail, Backup Voicemail or Distributed Voicemail.



When connected to the backup Voicemail Pro server, if it is the active server, the title will have changed from Backup Voicemail to Backup Voicemail (Live).

When connected to the centralized Voicemail Pro server, the **Distributed Voicemails** folder can be selected to display details of the distributed servers and the state of the connection with each. The result will be either:

- `In Progress` - The servers are synchronizing information via SMTP.
- `Up-To-Date` - The servers are synchronized.

Related links

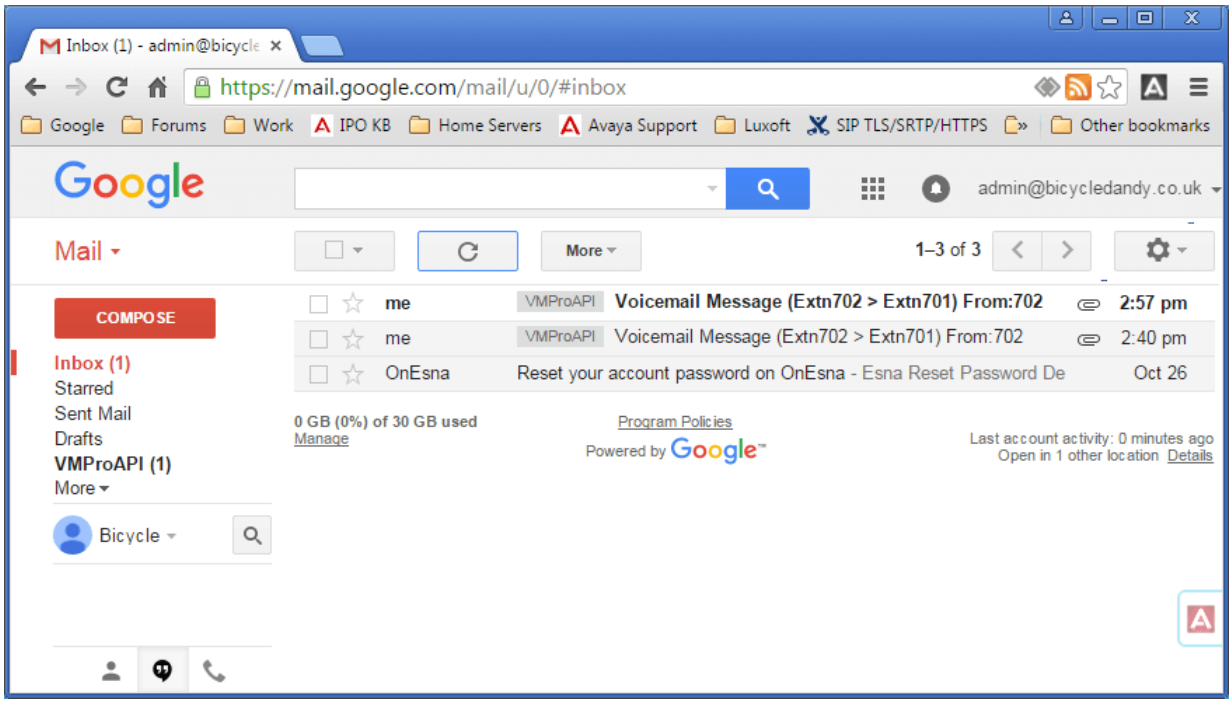
Centralized Voicemail Pro on page 353

Chapter 50: Gmail integration

Gmail integration allows users access to their voicemail messages using Google Gmail.

Important:

- Due to changes in the Google Gmail API, this feature is not currently supported. Support will be re-enabled in a future release.



Chapter 51: Exchange server integration

For customers using Microsoft Exchange, voicemail user can be configured to have their voicemail messages forwarded to their email mailbox. Those users can then use Microsoft Outlook to view, manage and playback their voicemail messages. This is referred to as UMS Exchange Integration.

For IP Office Release 9.1, the voicemail server can use Exchange Web Service (EWS) to connect to the Exchange server. This simplifies exchange integration as it removed the need to install and configure MAPI on server and client PCs. It is supported for the IP Office Server Edition, IP Office Application Server, and UCM based voicemail servers connecting to Exchange 2016 and 2019 servers.

- Different users can use Google integration on the same system as other users using Exchange server UMS (MAPI or EWS) and vice versa. However, an individual user can only use one UMS method.

Prerequisites

1. Network connectivity and discovery from Voicemail Pro Server and Exchange Service - The domain and hosts of exchange server should be reachable.
2. Auto discovery service is running on the Exchange Server.
3. Suitable IP Office user profiles licenses (*Teleworker, Office Worker or Power User*) on the IP Office system.

Related links

Configuring exchange server on page 369
Configuring the Voicemail Pro to use EWS on page 373
User configuration on page 374
Multi-Domain Configuration on page 376
Exchange mailbox operation on page 378

Configuring exchange server

About this task

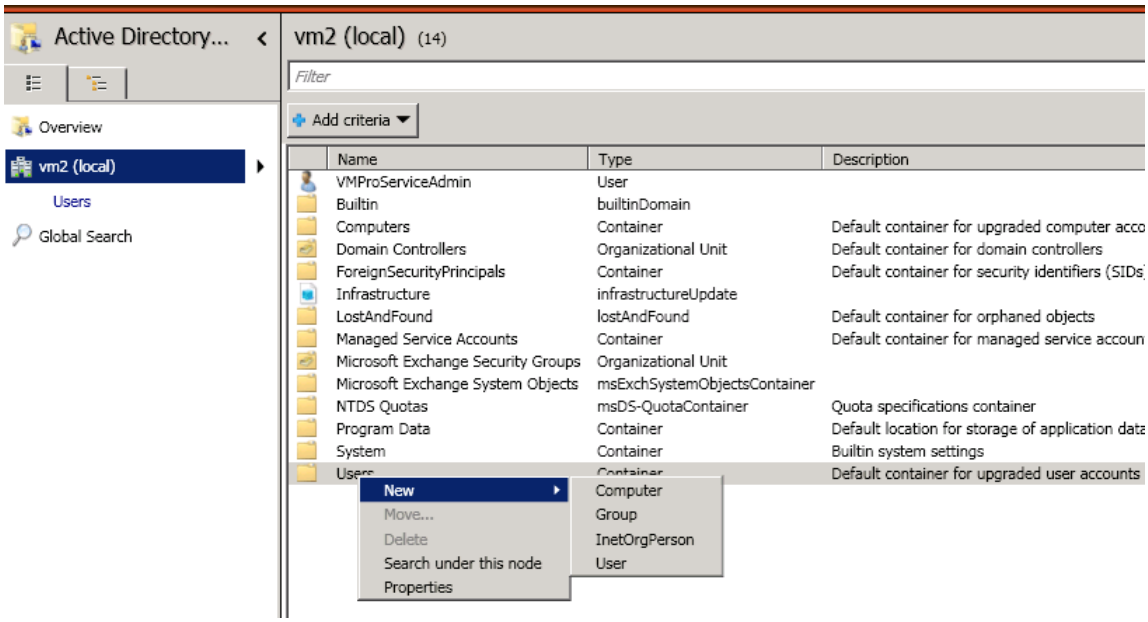
On the exchange server an access group is created. Any email users requiring Exchange integration can then added to that group and their email address set against their user configuration in the IP Office. A service account is also created for the IP Office voicemail server.

Note:

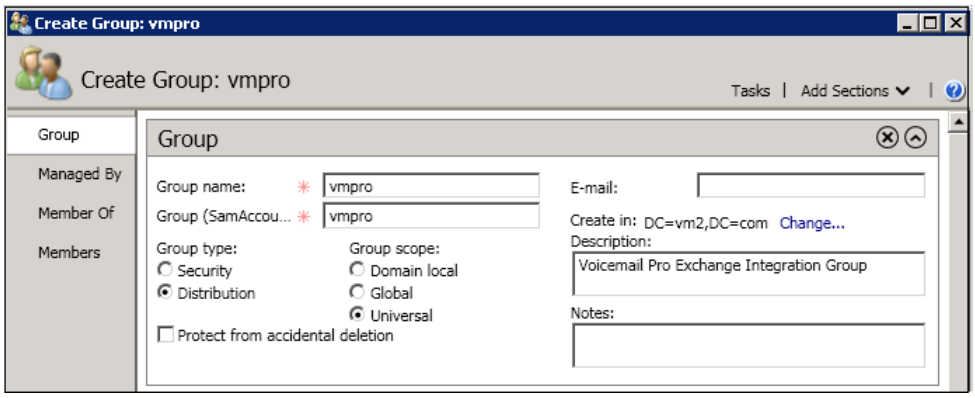
In a multi-domain Exchange setup (Exchange and AD are part of a sub-domain) or Exchange with a changed default accepted domain (Exchange email domain name is different from the AD domain), additional configuration is required.

Procedure

1. Create an access group for Voicemail Pro:
   a. Open the Active Directory Administrative Center. In the console, select the domain. Right-click on **Users** and select **New** and then **Group**.

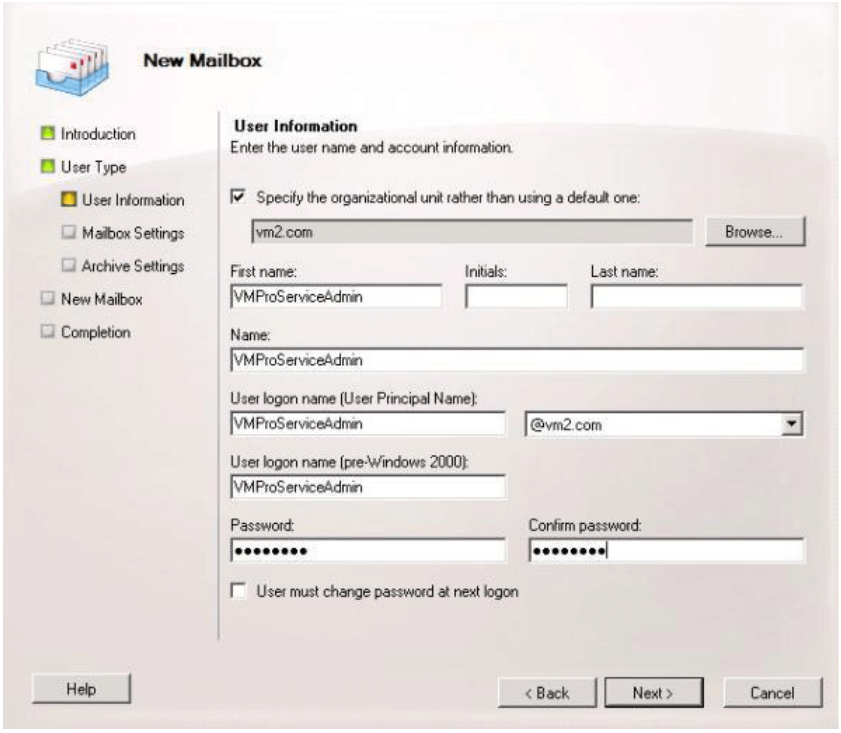


   b. For our example we have used the **Group Name** as *vmpro*. Set the **Group Scope** to *Universal* and **Group type** to *Distribution*. Click **OK**.



2. Create an Exchange service account:

   In the Exchange Management Console, create a **Service Account**. For our example we created one called *VMProServiceAdmin*. This becomes the user identity that the voicemail server needs to use to forward users messages to the Exchange server.



3. Assign application impersonation rights to the group:

   Open Exchange Management Shell and execute following commands. In these and the following command, where applicable replace the domain name, group name and exchange service name in the commands with used in the previous steps.

   a. Create a management scope called vmpro-scope with a filter for the group created above using the following command: `[PS] C:\Windows\system32>New-ManagementScope -Name:vmproscope -RecipientRestrictionFilter {MemberofGroup -eq "CN=vmpro, CN=Users,DC=vm2,DC=com"}`

   b. Assign the impersonation permissions to the VMProServiceAdmin user using the following command: `[PS] C:\Windows\system32>New-ManagementRoleAssignment -Name:VMProImpersonationRole -Role:ApplicationImpersonation -User:VMProServiceAdmin@vm2.com -CustomRecipientWriteScope:vmpro-scope`

4. Exchange Web Service Configuration:

   Configure the exchange web service external URI using the following commands:

   a. Use the following command to get the Exchange server's identity: `[PS] C:\Windows\system32>Get-WebServicesVirtualDirectory | fl Identity Identity : WIN-UM2UN5GIKMG\EWS` *(Default Web Site)*

   b. Use the following command to set the external URL for the identity: `[PS] C:\Windows\system32>Set-WebServicesVirtualDirectory -Identity "WIN-UM2UN5GIKMG\EWS (Default Web Site)" -ExternalUrl https://win-um2un5gikmg.vm2.com/EWS/Exchange.asmx`

c. The final properties of virtual directory should show correct URL. Check this using the following command: `Get-WebServicesVirtualDirectory | fl`

5. Autodiscovery Service configuration:

   a. Use the following command to set the URL for EWS auto-discover.
   `[PS] C:\Windows\system32>Set-ClientAccessServer -Identity "WIN-UM2UN5GIKMG" -AutoDiscoverServiceInternalUri https://win-um2un5gikmg.vm2.com/autodiscover/autodiscover.svc`

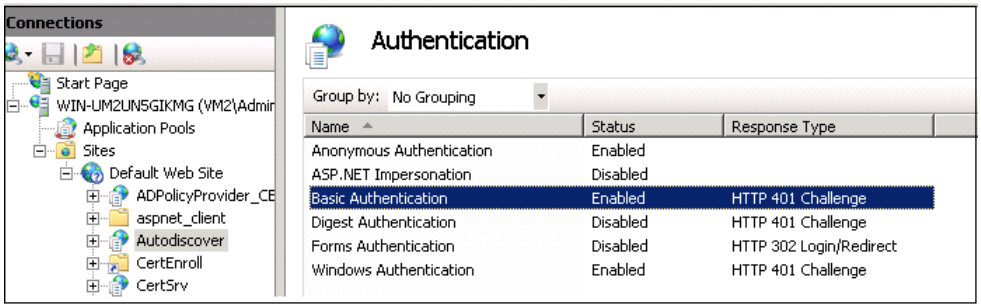
   b. The final properties of virtual directory should show correct URL.
   Test with following command: `Get-ClientAccessServer | fl AutoDiscoverServiceInternalUri`

6. Configure the IIS options for EWS and Autodiscovery:

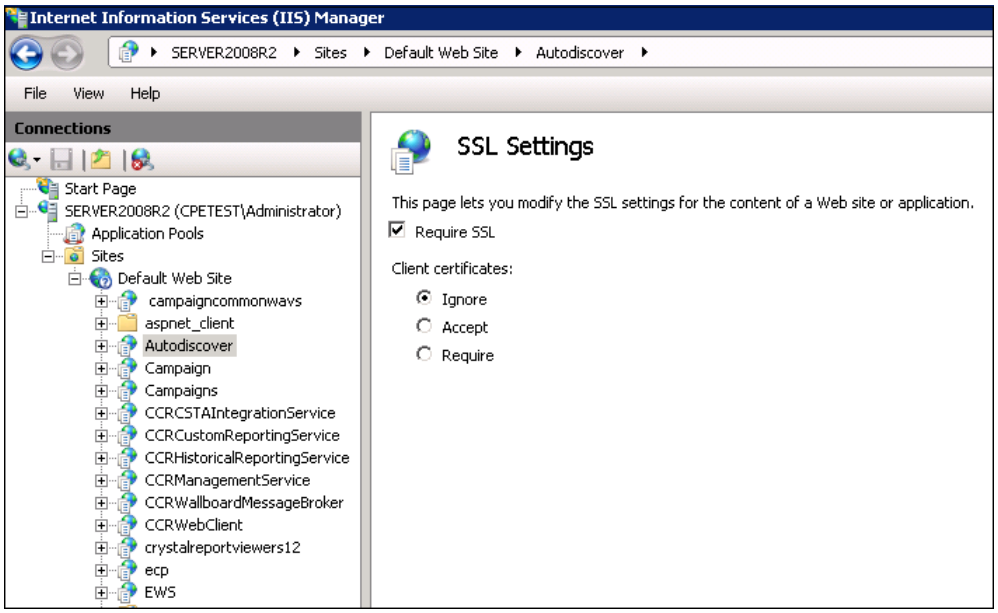
   Using the IIS management console.

   a. Expand the **Default Web Site** settings and select **EWS**. Enable **Basic Authentication**.

   b. Select **Autodiscover**. Enable **Basic Authentication**.



   c. Check that **SSL** is enabled for *EWS* and *Autodiscover*.



Related links

Exchange server integration on page 369

Configuring the Voicemail Pro to use EWS

About this task

EWS is enabled for the Voicemail Pro through the server's web management menus. For a IP Office Server Edition system that means the menus of the primary server.

⚠ Warning:

- This process requires the voicemail service to be stop and then restarted. Doing so will end all current calls and services using the voicemail server.

Procedure

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - System Preferences**.
3. Click on **Email**.
4. Click on the **Enable MAPI/EWS** drop-down and select *EWS*. The fields configuring EWS connection to the Exchange server are now shown.
5. Click on **+ Add Autodiscovery**. Set the details to match the autodiscovery settings configured on the Exchange server (see Exchange Server Configuration on page 369) .
   a. Set the **Autodiscovery Domain** to match the domain used by the Exchange server. For our example that was *vm2.com*.
   b. Set the **Autodiscovery URL** to match that set when configuring the Exchange server. For our example that was `https://win-um2un5gikmg.vm2.com/autodiscover/autodiscover.svc`.
   c. Click **Save**.
6. In the **EWS** section enter the details of the server account configured on the Exchange server for use by the voicemail server (see Exchange Server Configuration on page 369) .
7. After making any changes, click **Update**.
8. When asked to confirm the changes, click Yes.
9. The voicemail server needs to be restarted for the new settings to come into use:
   a. Click **Solution**.
   b. Click on the ≡ icon next to the server and select **Platform View**.
   c. In the list of services, click on the **Stop** button next to the Voicemail service.
   d. Once the service has stopped, click on the **Start** button to restart the service.

Related links

Exchange server integration on page 369

User configuration

User configuration for EWS exchange integration consists of two parts:

1. **Exchange Configuration**: Add the Exchange user to the access group that was created on the Exchange server.
2. **IP Office User Configuration**: In the IP Office system configuration, enter the email address in the IP Office user's configuration and set their voicemail messages to be forwarded to the Exchange server.

Related links

Exchange server integration on page 369
Adding a user mailbox to the access group on page 374
Configuring the user for exchange integration on page 375

Adding a user mailbox to the access group

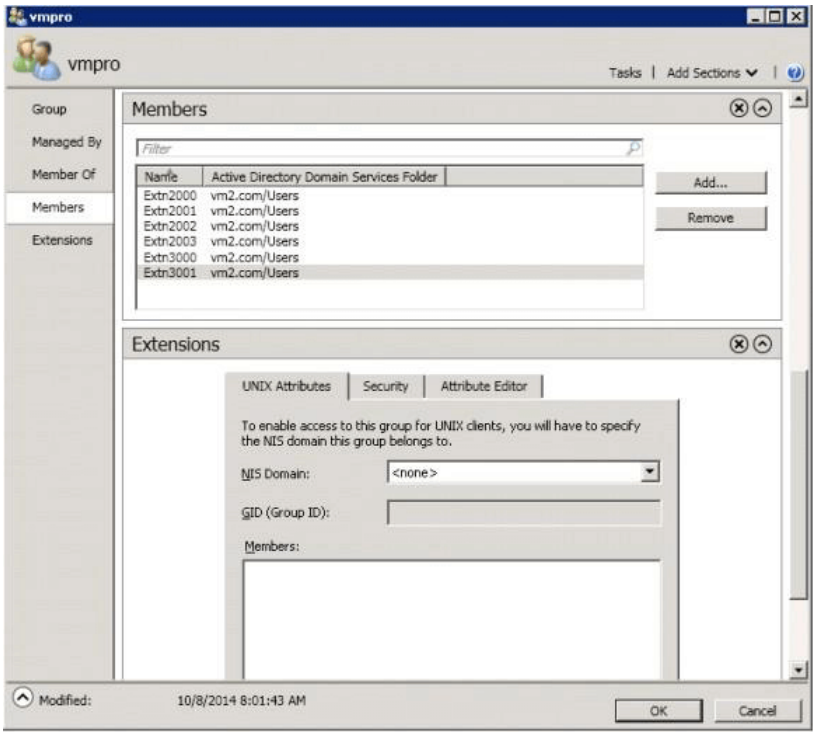
About this task

Those user for which EWS Exchange integration is required need to be added to the access group that was previously created on the Exchange server.

Procedure

1. Open the Active Directory Administrative Center. In the console, select the group previously created for the voicemail server. For our example that was *vmpro*.

2. Right-click on the group and select **Properties**.



3. Click **Add** and select the user's email account.
4. Repeat the process for any other users that need to be added.
5. Click **OK**.

Related links

User configuration on page 374

Configuring the user for exchange integration

About this task

Exchange integration is part of a set of features on the IP Officecalled UMS Web Services. It covers voicemail access using IMAP email client, web browser or Exchange mailbox. For Exchange integration the addition step is the automatic forwarding of the user voicemail messages to their email address. The ability to use these functions requires the user to be configured for one of the following IP Officeuser profiles.

Note:

- These profiles require appropriate IP Office licenses for each configured user.

- **IP Office Server Edition**: For these systems, Exchange integration is supported for users whose **Profile** is set to **Office Worker** or **Power User**.
- **IP Office Application Server/UCM**: For these systems, Exchange integration is supported for users whose Profile is set to **Teleworker**, **Office Worker** or **Power User**.

Procedure

1. Using either IP Office Manageror web manager, load the user settings and select the **Voicemail** tab.
2. Ensure that a **Voicemail Code** is set. Though not used for Exchange integration it is used for other UMS Web Services functions.
3. In the Voicemail Email field enter the user's email address on the Exchange server.
4. Set the **Voicemail Email Mode** to *Forward*.
5. Enable the UMS Web Services option.
6. Click **Update**.

Related links

User configuration on page 374

Multi-Domain Configuration

In a multi-domain setup (where Exchange and AD are part of a sub-domain) or where Exchange has a different default accepted domain (the Exchange email domain name is different from the AD domain), the following additional configuration is required.

Exchange Configuration

Ensure that the Autodiscovery URL is pointing to the host on which Exchange is installed. That is, use the FQDN of the host in the autodiscovery URL. This is the attribute retrieved from the Get-ClientAccessServer | fl command executed on exchange management shell command.

1. Verify the FQDN using the following command:

```
[PS] C:\Windows\system32>Get-ClientAccessServer | fl Fqdn
Fqdn : <FQDN>
[PS] C:\Windows\system32>Get-WebServicesVirtualDirectory | fl ExternalUrl
ExternalUrl : https://<FQDN>/EWS/Exchange.asmx
[PS] C:\Windows\system32>Get-ClientAccessServer | fl
AutoDiscoverServiceInternalUri
AutoDiscoverServiceInternalUri : https://<FQDN>/autodiscover/autodiscover.svc
```

2. If the FQDN shown in any of the parameters above is incorrect, rectify it to the correct FQDN using the corresponding **Set-WebServicesVirtualDirectory** or **Set-ClientAccessServer commands**.

Note:

- TLD= Top level domain.

  EAD = Exchange Accepted domain.
- Setting the URL to any name (for example mail.TLD.com or mail.EAD.com) other than the FQDN may not work.
- It is also recommended to NOT have the AD TLD names as ‘.local’.

Related links

Exchange server integration on page 369
IIS Configuration on page 377
Web Manager Configuration on page 377

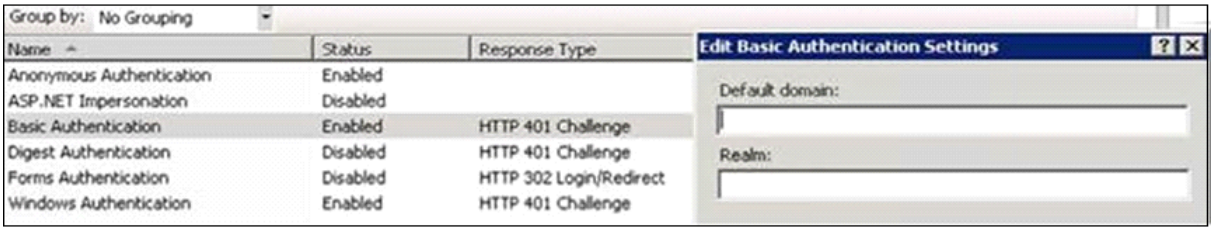
IIS Configuration

About this task

Edit the Autodiscovery and EWS configuration settings of the Default Web Site.

Procedure

1. Set the **Default domain** to the site where the **ServiceAdmin** user for exchange was created.
   a. Select **IIS Manager** > **Default Web Site** > **Autodiscovery** > **Authentication**.
   b. Double click **Authentication**.
   c. Select **Basic Authentication**.
   d. Edit the **Default domain**.
   e. Repeat for **IIS Manager** > **Default Web Site** > **EWS** > **Authentication**.
2. After setting the values restart the IIS service.



Note:

If the ServiceAdmin for VMPro is created on a sub-domain, the default domain needs to have the sub-domain included in the FQDN. For example, if the user VMProServiceAdmin is in the sales sub-domain of the parent domain avaya.com, then default domain will be sales.avaya.com.

Any outlook client certificate should be based on the Service Admin site domain to prevent the breakage of outlook certificate.

Related links

Multi-Domain Configuration on page 376

Web Manager Configuration

Procedure

1. Select **SystemPreferences** > **Email** > **EWS**.

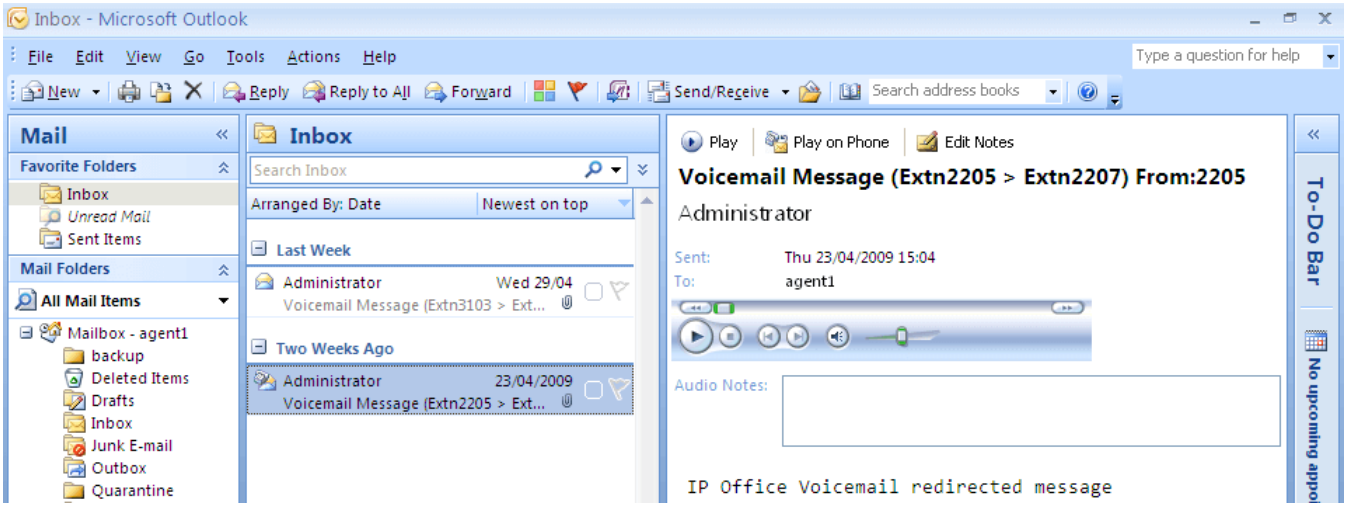
2. Set the **Account-UserName** to the service-admin user created.
3. Set the **Account-Domain** to the domain to which the email-id of the service-admin points.

Related links

Multi-Domain Configuration on page 376

Exchange mailbox operation

UMS can be configured to use a user's Exchange server email account as the user's voicemail message store rather than the voicemail server. The user can then see and playback messages through their email inbox.



- Mailbox access using the telephone, visual voice or one-X Portal for IP Office is done against voicemail messages in the e-mail account. Therefore some actions offered by the non-email interfaces cannot be used as they have no e-mail equivalents.
  - Messages stored in an e-mail account cannot be saved.
  - Undeleting messages using **8 from the telephone does not work for voicemail messages stored in Exchange.
- Access using UMS IMAP and UMS web voicemail is not supported.
- Messages are not subject to Voicemail Pro housekeeping.
- Only voicemail messages in the inbox are recognized. If a message is moved to another mailbox folder it is no longer visible to the voicemail system.
- Message waiting indication (MWI) is supported.

Note:

When using an Exchange server as the message store for a user's voicemail messages, the voicemail server will deliver messages to the Exchange server on completion of the recording. However, the presentation to Outlook and back to the voicemail server for

message waiting indication (MWI) and access via telephone is delayed by Exchange server processing. The delay is typically 1 or 2 minutes. The same delay also applies to changes in the message status that affect message waiting indication.

Related links

Exchange server integration on page 369

Chapter 52: Fax server configuration

With an IP Office system, fax machines and servers can process fax messages in a number of ways.

- **Fax calls can be handled without the use of Voicemail Pro**

  In IP Office a fax machine can be set up to direct faxes to individual extensions or hunt groups. Faxes can be directed to the fax machines or servers based on the DDI or DID numbers of the incoming calls. See the IP Office Manager help and guide.

- **Fax calls detected by Voicemail Pro**

  When a fax message is left in a voicemail mailbox, Voicemail Pro can detect that the call is a fax call, and redirect the call to a fax machine or fax server to receive the fax. The incoming call can be routed to a system fax number or, in Intuity Mode, a fax number that the mailbox owner has specified.

- **Fax calls can be sent to a system-wide fax number**

  If Voicemail Pro detects a fax tone, it passes the call to the number that is set as the system fax number. This number can be an analog extension that is connected to a fax board in the fax server. For information about configuring an analog extension, see Configuring an Analog Extension Number for Fax Use on page 381.

- **Fax calls can be sent to a user defined mailbox number**

  If Voicemail Pro detects that the incoming call is a fax and if a system fax number has been specified, Voicemail Pro checks to determine whether the target destination is a user defined fax number. If it is, the system fax number is overridden and the incoming call is redirected to the user defined fax number.

  - If no user defined fax number has been set, the fax is sent to the system fax number. When a system fax number is set, any fax calls that are received in user or hunt group mailboxes are directed to this number. This applies to both IP Office and Intuity Mailboxes. See Setting the voicemail pro system fax number on page 383.
  - Intuity mailbox owners have options available through their telephone handset so that they can forward a fax to a preferred fax machine or send a fax to a printer. Intuity mailbox owners can find out how to set a mailbox fax number in the IP Office Intuity Mailbox User Guide.
  - If a fax system, such as a C3000, requires prefix addressing the system fax number is not used. Instead a prefix is specified so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example if a prefix of 54 is being used, a fax message for extension 201 would have the prefix of 54 automatically added so that the

complete number would become 54201. The fax server then removes the system prefix and uses the extension number to determine the target destination for the fax. See Setting the voicemail pro system fax number on page 383

- **Fax calls can be redirected using a call flow Menu action instead of a system fax number**: If a system fax number is not set up, a menu action can be used instead. The F character can be used as one of the touch tone choices of a **Menu** action to specify the actions that should be applied to fax calls. See Routing Fax Calls Using a Menu Action on page 385.
- **Important**: By default, Voicemail Pro fax detection is disabled. To enable fax detection, you must define a system fax number. See Setting the voicemail pro system fax number on page 383

Related links

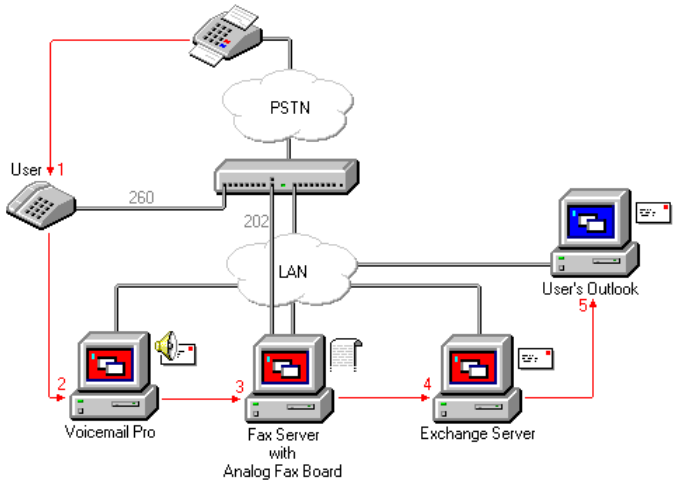
Configuring fax server on page 381
Setting the voicemail pro system fax number on page 383
Setting up Fax Forwarding on page 384
Setting up user defined fax number on page 385
Route fax calls using a menu action on page 385
Configuring an analog extension number for fax use on page 386
Configuring Castelle fax server on page 387

Configuring fax server

About this task

Here is an illustration to show how a fax server can be configured to work with an IP Office system. The illustration applies to the following popular fax server applications:

- Gfi FAXMaker
- Fenestrae Faxination
- Equisys Zeta ax
- Captaris RightFax



The fax server is configured to distribute faxes to exchange server mailboxes based on the original (DTMF) fax sub address that is passed by Voicemail Pro. For the fax server and Voicemail Pro to interact, specific user rights are needed.

If the computer that is being used as the fax server uses an analog fax board, the fax board must be connected to an IP Office analog extension (POT) port.

Before you begin

Before you configure a fax server to work with Voicemail Pro, you must:

- Install the fax server software.
- Install the hardware and connect it to an IP Office.
- Install and configure the Exchange Connector.

For details of system requirements and information about installing a fax server, refer to the manufacturer documentation or visit the manufacturer web site.

The process for configuring a fax server to work with Voicemail Pro involves the following key steps:

Procedure

1. Set the system fax number. See Setting the voicemail pro system fax number on page 383.
2. If prefixed numbers are being used you can set up a short code so that fax calls are routed to prefixed numbers.
3. If the chosen mailbox mode is Intuity, inform all mailbox owners that they can set up their own preferred fax destinations if they like. See Setting Up a User Defined Fax Number on page 385.
4. If a system fax number is not being used, you can set up a menu action to route fax calls. See Route fax calls using a menu action on page 385.
5. If the fax server computer uses an analog fax card, configure the extension number to use for faxes. See Configuring an Analog Extension Number for Fax Use on page 386.

Related links

Fax server configuration on page 380

Setting the voicemail pro system fax number

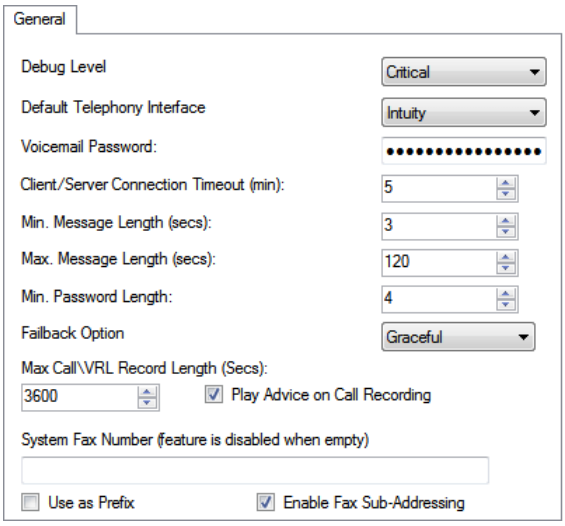
About this task

The System Fax Number is used to:

- **Enable fax detection/system fax destination**: By default fax detection is not enabled when Voicemail Pro is first installed. When fax detection is enabled, any fax calls that are left in a voicemail mailbox, are redirected to the defined system fax number.
- **Intuity mailbox user personal fax destination**: Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to a mailbox owner's personal fax number, if one has been set. For details, mailbox owners can refer *Avaya IP Office Intuity Mailbox Mode User Guide (15-601130)*.

Procedure

1. From the **Administration** menu, select **Preferences**. The System Preferences window opens.
2. Click the **General** tab.



3. In the **System Fax Number** box, type the number of the general fax machine to which all incoming faxes are to be directed.

   This number must match the number of the analog extension that is connected to the fax board of the fax server computer.

   - Intuity mailbox owners can receive fax messages into their mailboxes and set a preferred fax number to use instead of the system fax number. As the administrator you still need to set up a system fax number to enable mailbox owners to set their own numbers. A personal mailbox fax number overrides the system fax number. For details, mailbox owners can refer *Avaya IP Office Intuity Mailbox Mode User Guide (15-601130)*.
   - If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number In the System Fax Number box. Instead type the number to use as

a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example if the prefix were 54, a fax message for extension 201 would have the prefix of 54 automatically added so that the complete number would become 54201.

4. To use the specified prefix, check the **Use as a Prefix** box so that the number that you typed in to the **System Fax Number** box is used.

   If your fax system does not use prefix addressing, leave this box unchecked.

   Important: For this feature to work, you also need to set up a short code.

5. Most fax servers perform fax forwarding based on DTMF signaling received with the fax call. Check the **Enable Fax Sub-Addressing** box so that the DTMF signal is passed to the fax server after the call has been answered. This is so that the fax can be forwarded to the e-mail address of the intended recipient.
6. Click **OK**.
7. Click **Save & Make Live**.

   If prefixed numbers are being used, the next step is to create a short code so that fax calls are routed to prefixed numbers.

   If the chosen mailbox mode is Intuity, you should then inform all mailbox owners that they can set up their own preferred fax destinations if they like. See Setting Up a User Defined Fax Number on page 385.

   If a system fax number is not being used, you can set up a menu action to route fax calls. See Routing Fax Calls Using a Menu Action on page 385.

   If the fax server computer uses an analog fax card, configure the extension number to use for faxes. See Configuring an Analog Extension Number for Fax Use on page 386.

Related links

Fax server configuration on page 380

Setting up Fax Forwarding

Voicemail Pro is set up to forward faxes when users dial *1. Faxes are forwarded as follows:

- Gfi FAXMaker faxes are sent to <faxnumber>@faxmaker.com
- Fenestrae Faxination faxes are sent to <faxnumber>@faxination.com
- Equisys Zetafax faxes are sent to <faxnumber>@zfconnector.com
- Captaris RightFax faxes are sent to <faxnumber>@rightfax.com

For example, if a Gfi FAXMaker user dials *1 and enters the fax number to use followed by # to end the fax number and # to confirm, the fax is forwarded to <faxnumber>@faxmaker.com. Therefore if the user dials *1 followed by 201# and # to confirm, the fax is forwarded to 201@faxmaker.com.

The fax server administrator must configure exchange connectors to receive such messages.

Related links

Fax server configuration on page 380

Setting up user defined fax number

About this task

If you enable the feature for them, Intuity mailbox owners can set up a preferred personal fax number that is more convenient to their location, for example if they are out of the office.

Procedure

1. Complete the steps for setting up the system fax number. See Setting the Voicemail Pro System Fax Number on page 383
2. Inform the mailbox owner that they can go ahead and set their preferred fax number. For details, mailbox owners can refer *Avaya IP Office Intuity Mailbox Mode User Guide (15-601130)*.
3. If it has not already been done and the fax server computer is using an analog fax card, the next step is to configure the analog fax number to use. See Configuring an Analog Extension Number for Fax Use on page 383.

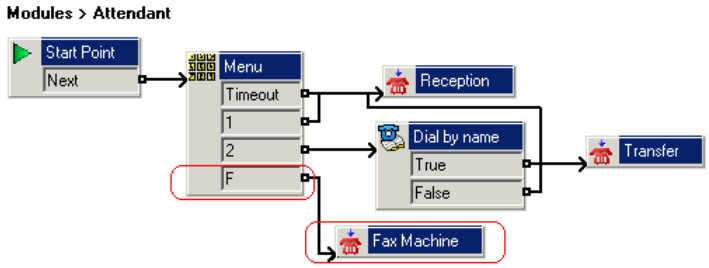
Related links

Fax server configuration on page 380

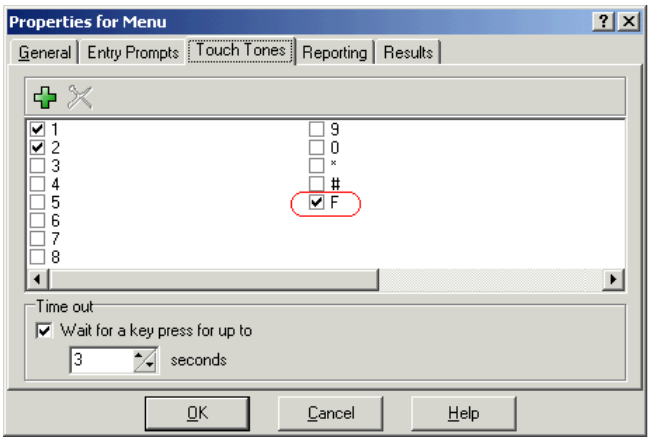
Route fax calls using a menu action

When an incoming call is routed to the auto attendant, the **Menu** action has the facility to detect and redirect fax calls. This capability is enabled by including a number in the system fax number field via the Voicemail Pro Client, and adding '`F`' as the tone to detect in the **Menu** action. From the **Menu** action, incoming calls presenting a fax tone will then follow the 'F' call flow route, which could be a transfer call to a fax server extension or hunt group.

You can add the F character to the touch tone options of a **Menu** action to specify the actions that should be applied to fax calls. The corresponding result can then be routed as required for fax calls received by the associated call flow. The following example module call flow is using F to redirect incoming fax calls to a specific transfer number.



The F result was added to the **Menu** action **Touch Tones** tab using the icon.



Related links

[Fax server configuration](#) on page 380

Configuring an analog extension number for fax use

About this task

If the computer that is being used as the fax server uses an analog fax card, it must be connected to an IP Office analog extension (POT) port. You are then ready to configure the analog extension for fax use.

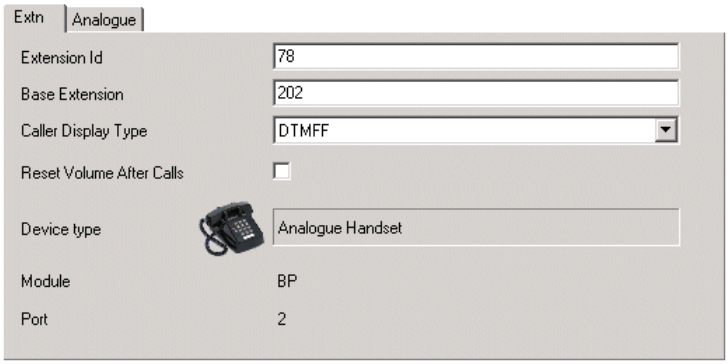
Tip:

If the fax board can support multiple lines, you can configure them as a group. The group number can then be used as the fax destination instead of an individual extension number.

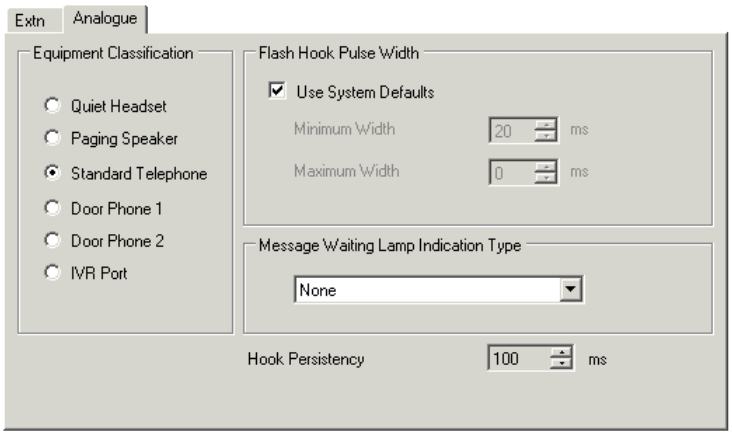
Procedure

1. In IP Office Manager, display the extension details for the extension that you are using for the fax.

2. View the **Extn** tab.



3. In the Caller Display Type field, select **DTMFF**.
4. View the **Analogue** tab.



5. Set up the incoming DDI routing of calls to specific users as required.
6. The next step is to set the Voicemail Pro system fax number. See Setting the voicemail pro system fax number on page 383.

Related links

Fax server configuration on page 380

Configuring Castelle fax server

About this task

Voicemail Pro 4.1 added support for Castelle FaxPress products. This uses SMTP rather than MAPI to exchange fax emails with the voicemail server.

In order for the Voicemail Pro to recognize e-mails received from the fax server, the From name used must start with `FaxPress`. This is configured through the FaxPress client software as follows:

Procedure

1. Login to the **FaxPress** client software as a supervisor.
2. Expand the **Administration** section on the left.
3. Select **Embedded Services**.
4. Select **Email Gateway**. Right-click on this and select **Configuration**.
5. Select the **Email to Fax** tab.
6. In the **Return address used in emails sent from the SMTP gateway** section, in the **Name field** enter a name in beginning with `FaxPress`.

Related links

Fax server configuration on page 380

Part 11: Appendix

Chapter 53: Example Voicemail Prompts

This section lists some of the standard prompts installed with the voicemail service.

- For details of using the wave editor to record prompts, see Using the Wave Editor on page 51.
- For details of uploading prompt files, see Custom prompt management on page 341.
- For details of changing the prompt language, see Change Language on page 281.

Related links

English Non-Intuity Prompts on page 390
US English Intuity Prompts on page 407

English Non-Intuity Prompts

This is a list of the named prompt files used by Voicemail Pro for US and UK English. These are predominately, though not exclusively, used for IP Office mode mailbox features and call flow actions.

File	Prompt
105	“Invalid license key.”
a60	“Please enter extension and # sign.”
aa_01	“Good morning and thank you for calling. Please key in the required extension number or hold the line for other options.”
aa_02	“Good afternoon and thank you for calling. Please key in the required extension number or hold the line for other options.”
aa_03	“Good evening and thank you for calling. Please key in the required extension number or hold the line for other options.”
aa_04	“Please hold while we try to connect you.”
aa_05	“An operator is currently unavailable.”
aa_06	“Please key in the extension number you would like to leave a message for.”
aa_07	“Good bye and thank you for calling.”
alpha_01	“Press # to accepted data, *1 to hear the data, *2 to delete the data, *3 to delete the last character, *# to accept the data and continue.”
alpha_02	“Data has been deleted.”

Table continues…

File	Prompt
alrm_1	“You have an alarm call set for.”
alrm_2	“Alarm has been deleted press 1 to continue or * to quit.”
alrm_3	“Please enter the time for the alarm call in 24 hour clock notation.”
alrm_4	“You have set an alarm call for.”
alrm_5	“Press 1 to validate press 2 to add a message to the end press # to cancel.”
alrm_6	“Your alarm has now been set.”
alrm_7	“Press 1 to verify this alarm or press 2 to delete it.”
alrm_8	“This time is invalid please try again.”
alrm_9	“This is an alarm call please hang up.”
AM	“AM.”
aor_00	“Warning: your call is being recorded.”
cmp_01	“The current campaign message has been marked as deleted.”
cmp_02	“The current campaign message has been marked as completed.”
cmp_03	“The current campaign message has been abandoned.”
cmp_04	“Press 1 to start again, press 2 to rewind, press 3 to abandon, press 4 to delete, press 5 to complete, press 7 for previous field, press 8 for start of current field, press 9 for next field, press # to forward, press 0 to pause, press * to rewind.”
conf_01	“A conference is not currently scheduled.”
conf_02	“There was a problem transferring you into the conference.”
conf_03	“Please enter your conference id and press # to finish.”
conf_04	“Please enter your PIN and press # to finish.”
conf_05	“Your conference ID or PIN is not valid.”
conf_06	“Your conference ID is not valid.”
conf_07	“Your PIN is not valid.”
conf_08	“Please try again.”
conf_09	“To be announced into the conference please speak your name and press # when you have finished.”
conf_10	“Your name is too short please try again.”
conf_11	“Has invited.”
conf_12	“To join them in an immediate conference press 1 to accept, 2 to decline and 3 if the delegate is not available.”
conf_13	“Has requested.”
conf_14	“To join in an ad-hoc conference press 1 to accept, 2 to decline and 3 if the delegate is not available.”
conf_15	“Has declined the offer to attend the conference.”
conf_16	“Is not available.”

Table continues…

File	Prompt
conf_17	“Has just entered the conference.”
conf_18	“Has just left the conference.”
conf_19	“An unknown caller.”
conf_20	“Has been invited.”
conf_21	“No conference selected, thank you and good bye.”
conf_22	“Transferring you to the conference now.”
conf_23	“Conference not accessible.”
conf_24	“You have been invited to a conference.”
dbn_01	“There are.”
dbn_02	“Press # to play list.”
dbn_03	“To select.”
dbn_04	“# for next.”
dbn_05	“*# for previous.”
dbn_06	“And #.”
dbn_07	“Press **2.”
dbn_10	“For selection by group.”
dbn_11	“For selection by first name.”
dbn_12	“For selection by last name.”
dbn_13	“For selection by extension.”
dbn_14	“Entries that match your selection.”
dbn_15	“*3 to clear the list and restart.”
dbn_16	“Or enter more characters followed by a # to reduce the size of the list.”
dbn_17	“To change name format entry to.”
dbn_18	“First name last name.”
dbn_19	“Last name first name.”
dbn_20	“Enter group name.”
dbn_21	“Enter first name.”
dbn_22	“Enter last name.”
dbn_23	“Enter extension.”
dom_01 ... dom_31:	Day of month ordinal numbers “1st” to “31st.”
dow_01	“Sunday.”
dow_02	“Monday.”
dow_03	“Tuesday.”
dow_04	“Wednesday.”

Table continues…

File	Prompt
dow_05	“Thursday.”
dow_06	“Friday.”
dow_07	“Saturday.”
EOC_1	“Warning, your conference will end in.”
EOC_2	“Your conference will end in.”
i0118	“As you use Avaya IP Office, your name will be included in system announcements that you and other people will hear. Press 1 and at the tone speak your name. After speaking your name press 1 again.” (US English only)
i0119	“You are recording your name. After your record your name you can access other Avaya IP Office features. As you use Avaya IP Office, your name will be included in system announcements that you and other people will hear. Press 1 and at the tone speak your first and last name as you would like others to hear it. After speaking your name press 1 again.” (US English only)
i0120a	“No message recorded. At the tone please say your message again. After saying your message press 1.”
i6000	“If finished hangup or to disconnect Avaya IP Office press **X.” (US English only)
i6001	“To record or send voicemail messages press 1.” (US English only)
i6002	“To administer personal greetings press 3.” (US English only)
i6003	“To customise your mailbox press 5.”
i6004	“To change outcalling information press 6.” (US English only)
i6005	“To re-logon press **7.” (US English only)
i6006	“To change outcalling number.”
i6007	“You have selected the option to configure your telephone number.”
i6008	“To skip to the next header press the # key.” (US English only)
i6009	“To save.”
i6010	“Press **R.”
i6011	“To listen to the header, rewind by pressing 2, then play by pressing 3.” (US English only)
i6012	“To advance a few seconds press 6.” (US English only)
i6013	“Return to the saved category.”
i6014	“Mailbox ID must be less than or equal to 9 digits.”
i6015	“To delete the previous entry press 83. To approve the list you are creating and move on to the next step press #.” (US English only)
i6016	“For all calls, the personal greeting active.”
i6017	“To create, change or delete a greeting press 1.” (US English only)
i6018	“To activate a greeting press 3.” (US English only)
i6019	“To approve press #.” (US English only)

Table continues…

File	Prompt
i6020	“To playback press 2 3.” (US English only)
int_na	“Service not supported.”
ivr_01	“The time according to the IVR server is.”
ivr_02	“Directory wave table. Enter the number of the caller you want to edit.”
ivr_03	“Name wave table. Enter the number of the extension you want to edit.”
ivr_04	“Enter form entries with the # sign to terminate each line. Press # at the end to complete the form.”
ivr_05	“Form verified.”
ivr_06	“Form entry is complete.”
ivr_07	“Press * to abort # to accept or 0 to listen again.”
ivr_08	“Do not disturb.”
ivr_09	“Voicemail mode.”
ivr_10	“Call forwarding.”
ivr_11	“Forward number is set to.”
ivr_12	“Follow me number is set to.”
ivr_13	“Voicemail reception number is set to.”
ivr_14	“.” (UK English only)
ivr_15	“Parameter is set to.”
ivr_16	“Parameter is enabled.”
ivr_17	“Parameter is disabled press 1 to enable.”
ivr_18	“Parameter is disabled.”
ivr_19	“Parameter is enabled press 2 to disable.”
ivr_20	“Press 1 to change press # to cancel.”
ivr_21	“Enter new number after the tone.”
ivr_22	“Repeat new number after the tone.”
ivr_23	“Sorry the numbers you have entered are different.”
ivr_24	“E-mail options.”
ivr_25	“Alert e-mail on incoming message.”
ivr_26	“Copy messages to e-mail.”
ivr_27	“Forward messages to e-mail.”
ivr_28	“E-mail turned off.”
ivr_29	“Service mode.”
ivr_30	“In service.”
ivr_31	“Out of service.”
ivr_32	“Night service.”

Table continues…

File	Prompt
LNG_CH	“Chinese.”
LNG_DA	“Danish.”
LNG_DE	“German.”
LNG_EL	“Greek.”
LNG_EN	“English UK.”
LNG_ENU	“English US.”
LNG_ES	“Spanish.”
LNG_ESM	“Spanish Mexican.”
LNG_ESO	“Spanish South American.”
LNG_FI	“Finnish.”
LNG_FR	“French Standard.”
LNG_FRC	“French Canadian.”
LNG_HU	“Hungarian.”
LNG_IT	“Italian.”
LNG_JP	“Japanese.”
LNG_KO	“Korean.”
LNG_NL	“Dutch.”
LNG_NO	“Norwegian.”
LNG_PL	“Polish.”
LNG_PT	“Portuguese.”
LNG_PTB	“Portuguese Brazilian.”
LNG_RU	“Russian.”
LNG_SV	“Swedish.”
mc_00	“Beep.”
mc_01	“Short silence.”
mc_02	“One second's silence.”
MISC_01	“Current email.”
MISC_02	“For calling.”
MISC_03	“From their desk.”
MISC_04	“If your message is not urgent.”
MISC_05	“If your message is urgent, please call.”
MISC_06	“I am sorry, we have not been able to record your call.”
MISC_07	“In a meeting.”
MISC_07a	“Is in a meeting until.”
MISC_08	“Mark as.”

Table continues…

File	Prompt
MISC_09	“Next email.”
MISC_10	“Please try again later.”
MISC_11	“Please wait.”
MISC_12	“Press # to cancel.”
MISC_13	“Previous email.”
MISC_14	“Subject heading.”
MISC_15	“Voicemail Pro.”
MISC_16	“Voicemail Lite.”
MISC_17	“Embedded Voicemail.”
MISC_18	“Avaya IP Office.”
MISC_19	“Intuity Emulation.”
MISC_20	“Personal numbers.”
MISC_21	“Follow me numbers.”
MISC_22	“Outbound alerts.”
misc_23	“Outcalling.”
MISC_24	“Is on holiday until.”
MISC_25	“Is unavailable until.”
MISC_26	“Is at lunch until.”
MISC_27	“Is away on business until.”
MISC_28	“And will be picking up messages regularly.”
MISC_29	“And will not be contactable until their return.”
MISC_30	“List length exceeded.”
MISC_31	“*, cannot access private list.”
MISC_32	“*, list length exceeded.”
mnu_1	“You have four greeting options. For standard greeting press 1, for after hours greeting press 2, for you are in a queue greeting press 3, for you are still in a queue greeting press 4.”
mnu_2	“To hear your greeting message press 1, to change your greeting message press 2, to save your greeting message press 3, to save your message for playing as a continuous loop press 4.”
mnu_2a	“To hear your greeting message press 1, to change your greeting message press 2, to save your greeting message press 3, to save your message for playing as a continuous loop press 4, to return to the previous menu press 8.”
mnu_2b	“To return to the previous menu press 8.”
mnu_2c	“To hear your greeting message press 1, to change your greeting message press 2, to save your greeting message press 3, to save your message for playing on a continuous loop press 4, to return to mailbox press 8.”

Table continues…

File	Prompt
mnu_3	“When playing a message to delete the message press 4, to save the message press 5, to forward the message to e-mail press 6, to repeat the message press 7, to skip the message press 9, at the end of your messages to play old messages press 1, to play saved messages press 2, to edit your greeting press 3, to direct all messages to e-mail press *01, to turn off e-mail redirection press *02.”
mnu_4	“When playing a message to delete the message press 4, to save the message press 5, for forwarding options press 6, to repeat the message press 7, to skip the message press 9, to call back the sender press **, at the end of your messages to play old messages press 1, to play saved messages press 2, to edit your greeting press 3, to direct all messages to e-mail press *01, to send e-mail notifications press *02, to turn off e-mail functions press *03, to change your access code press *04.”
MNU_4a	“When playing a message to delete the message press 4, to save the message press 5, for forwarding options press 6, to repeat the message press 7, to skip the message press 9, to call back the sender press **, at the end of your messages to play old messages press 1, to play saved messages press 2, to edit your greetings press 3, to direct all messages to e-mail press *01, to send e-mail notifications press *02, to turn off e-mail functions press *03, to change your passcode press *04, to record you name press *05, to change outcalling information press *07.”
mnu_4evm	“When playing a message to delete the message press 4, to save the message press 5, for forwarding options press 6, to repeat the message press 7, to skip the message press 9, to call back the sender press **, at the end of your messages to play old messages press 1, to play saved messages press 2, to edit your greetings press 3, to direct all messages to e-mail press *01, to send e-mail notifications press *02, to turn off e-mail functions press *03, to change your pin press *04, to record you name press *05, to change outcalling information press *07.”
mnu_5	“To forward message to e-mail press 1, to forward message to other extensions press 2, to add a header message press 3, to send message into your saved messages list press 4, to skip this forwarding press #.”
mnu_6	“User configure options. To edit forwarding number press 1, to edit follow me number press 2, to set call forwarding press 3, to set voicemail press 4, to set do not disturb press 5, to edit voicemail access code press 6, to edit voicemail reception press 7, to set voicemail e-mail mode press 8, to edit voicemail call back number press 9.”
mnu_7	“Hunt group configure options. To set voicemail press 1, to edit voicemail access code press 2, to set voicemail e-mail mode press 3, to set service mode press 4.”
mnu_8	“Invalid entry please try again.”
mnu_9	“That destination is unavailable.”
MNU_9a	“That extension number is unavailable.”
MNU_10	“To play your old messages, press1. To play your saved messages, press 2. To edit your greeting, press 3. To delete the current message, press 4. To save the current message, press 5. To change your access code, press *04. For help at any time, press *4.”
MNU_11	“To forward message to other extensions press 2, to add a header message press 3, to send message into your saved messages list press 4, to skip this forwarding press #.”

Table continues…

File	Prompt
MNU_12	“When playing a message, to delete the message press 4, to save the message press 5, for forwarding options press 6, to repeat the message press 7, to skip the message press 9, to callback the sender press **, to make an old or saved message new press *06, at the end of your messages to play old messages press 1, to play saved messages press 2, to edit your greeting press 3, to direct all messages to e-mail press *01, to send e-mail notifications press *02, to turn off e-mail functions press *03, to change your passcode press *04, to record you name press *05, to change outcalling information press *07 .”
mnu_13	“To return to the mailbox press 8.”
mo_01	“January”
mo_02	“February”
mo_03	“March”
mo_04	“April”
mo_05	“May”
mo_06	“June”
mo_07	“July”
mo_08	“August”
mo_09	“September”
mo_10	“October”
mo_11	“November”
mo_12	“December”
Newmessage	“You have a new message.”
no_	“Number.”
no_00.wav ... no_59	“Zero” to “Fifty-nine.”
no_24p	“More than 24.”
noon	“Noon.”
out_01	“To administer Outlook based greetings, press 5.”
out_02	“You are administering Outlook based greetings.”
out_03.	“Outlook based greetings are active for all calls.”
out_04	“Outlook based greetings are used for the following call types.”
out_05	“Outlook based greetings are currently inactive.”
out_06	“To deactivate Outlook based greetings.”
out_07	“To activate Outlook based greetings.”
out_08	“They will be out of the office until.”
out_09	“They will be busy until.”
out_10	“Due to.”

Table continues…

File	Prompt
outb_01	“This is an IP Office outbound alert.”
outb_02	“There is a message for you.”
outb_03	“Press * to accept or # to reject.”
outb_04	“Press any key to accept.”
pg_0001	“To use this greeting for all calls press 1.”
pg_0002	“To use this greeting for all calls press 0.”
pg_0003	“For internal calls press 1.”
pg_0004	“For external calls press 2.”
pg_0005	“To activate for out of hours call press 3.”
pg_0006	“If the number is busy press 4.”
pg_0007	“For no reply calls press 5.”
pin_01	“Enter your current access code after the tone.”
pin_01a	“Enter your current passcode after the tone.”
pin_02	“Now enter your new access code after the tone.”
pin_02a	“Now enter your new passcode after the tone.”
pin_03	“Now repeat your new access code after the tone.”
pin_03b	“Now repeat your new passcode after the tone.”
pin_04	“Your access code has now been changed.”
pin_04a	“Your passcode has now been changed.”
pin_04b	“To return to mailbox press 8.”
pin_05	“It has been possible to change your access code at this time.”
pin_05a	“It has been possible to change your passcode at this time.”
pin_06	“Press # when you have finished.”
pin_06a	“Press # when you have finished.”
pin_07	“Access code must contain 4 or more digits.”
pin_07a	“Passcode must contain 4 or more digits.”
pin_08a	“The passcode must be.”
pin_09a	“To fifteen digits long.”
pin_10	“Your password cannot be the same as your extension number, consecutive digits or a single repeated digit.” (UK English only)
pin_10a	“Your passcode cannot be the same as your extension number, consecutive digits or a single repeated digit.”
pin_11	“Contact administrator for help. Goodbye.”
pin_12	“Contact administrator for help. Goodbye.” (UK English only)
PM	“PM.”
PN_0002	“You are configuring auto-reset options.”

Table continues…

File	Prompt
PN_0003	“You are administering an auto-reset timer.”
PN_0004	“You are confirming the setting of an auto-reset timer.”
PN_0005	“You are administering your escalations.”
PN_0010	“To change escalations press 1.”
PN_1000	“For timer 2 press 2.”
PN_1001	“For timer 3 press 3.”
PN_1002	“For timer 4 press 4.”
PN_1003	“For timer 5 press 5.”
PN_1004	“For timer 6 press 6.”
PN_1005	“For timer 7 press 7.”
PN_1006	“For timer 8 press 8.”
PN_1007	“For timer 9 press 9.”
PN_2802	“Home.”
PN_2804	“Temporary.”
PN_2806	“Voicemail.”
PN_2809	“Invalid personal number setting.”
PN_2811	“Number is.”
PN_2812	“Press 2 to change your.”
PN_2814	“Press 1 to set this as your as your current personal number, press 2 to change this number.”
PN_2815	“Please enter the.”
PN_2816	“Followed by the # key.”
PN_2817	“For auto-reset timer 1 press 1.”
PN_2821	“To hear or change personal numbers press 1, for auto-reset options press 2.”
PN_2825	“Is set to.”
PN_2827	“At.”
PN_2828	“To deactivate press 1.”
PN_2830	“To change timer.”
PN_2831	“Settings, press 2.”
PN_2832	“Sorry, your.”
PN_2833	“Number has not been set.”
PN_2834	“Please set the auto-reset time.”
PN_2835	“The auto-reset time should be entered as follows, hour hour minute minute where the hours are given in 24-hour format, for example 5 past 1 in the afternoon will be entered as 1 3 0 5 .”
PN_2836	“Auto-reset timer.”

Table continues…

File	Prompt
PN_2837	“Will be set to.”
PN_2838	“Invalid time.”
PN_2839	“Press 1 to confirm, press 2 to re-enter the time, or press *# to cancel and return to previous menu.”
PN_2840	“To set escalation.”
PN_2851	“Escalation set to.”
PN_2852	“To desk press 1, to home press 2, to mobile press 3, to delegate press 4, to other press 5, to voicemail press 6.”
PN_2853	“For desk number options press 1, for home number options press 2, for mobile number options press 3, for delegate number options press 4, for other number options press 5, to set your personal number to voicemail press 6, for escalation options press 7.”
PN_2854	“For desk number options press 1, for home number options press 2, for mobile number options press 3, for delegate number options press 4, for other number options press 5, to set your personal number to voicemail press 6.”
PN_2855	“For personal number options press 9.”
PN_2857	“Your personal number is set to.”
PN_2859	“Timer.”
PN_2861	“Inactive.”
PN_2865	“To set to desk press 1, to set to home press 2, to set to mobile press 3, to set to delegate press 4, to set to other press 5, to set to voicemail press 6, to set to escalation press 7.”
PN_2866	“To set to desk press 1, to set to home press 2, to set to mobile press 3, to set to delegate press 4, to set to other press 5, to set to voicemail press 6.”
PN_2872	“Press 1 to set this as your current personal number.”
PressHash	“To continue, press #.”
que_01	“You are at queue position.”
que_02	“In the queue.”
que_03	“Call per.”
que_04	“Estimated time to answer is.”
que_05	“Your call will be answered in.”
que_06	“This is an automatic callback service for.”
que_07	“To request the automatic callback service.”
rec_01	“Warning: this call is being recorded.”
rec_02	“Recording paused.”
RECNAM_01	“As you use IP Office, your name will be included in system announcements that you and other people will hear. At the tone please say your name. After saying your name, press 1.”

Table continues…

File	Prompt
RECNAM_02	“To re-record your name press 1, to confirm press #.”
RECNAM_03	“Record at the tone.”
sac_01	“Cannot retrieve your messages now due to multiple logins to your mailbox.”
sac_02	“Please disconnect.”
seconds	“Seconds.”
SNG_A01	“At.”
SNG_A02	“Away.”
SNG_A03	“Except.”
SNG_B01	“Build.”
SNG_C01	“Code.”
SNG_C02	“Current.”
SNG_D01	“Dial.”
SNG_D02	“Delegate.”
SNG_D03	“Delete.”
SNG_D04	“Deleted.”
SNG_D05	“Desk.”
SNG_D06	“Dot.”
SNG_D07	“Default.”
SNG_E01	“Edit.”
SNG_E02	“Else.”
SNG_E03	“Email.”
SNG_E04	“Entry.”
SNG_E05	“Enter.”
SNG_F01	“Follow up.”
SNG_F02	“For.”
SNG_F03	“Forward.”
SNG_F04	“Forwarded.”
SNG_F05	“From.”
SNG_H01	“Holiday.”
SNG_H03	“Help.”
SNG_I01	“Is.”
SNG_L01	“Lunch.”
SNG_L02	“Language.”
SNG_L03	“Languages.”
SNG_M01	“Message.”

Table continues…

File	Prompt
SNG_M02	“Mode.”
SNG_M03	“Mobile.”
SNG_N01	“Nil.”
SNG_N02	“Next.”
SNG_N03	“Number.”
SNG_O01	“Office.”
SNG_O02	“On.”
SNG_O03	“Options.”
SNG_P01	“Password.”
SNG_P02	“Phone number.”
SNG_P03	“PIN.”
SNG_P04	“Please.”
SNG_P05	“Previous.”
SNG_P06	“Private.”
SNG_P07	“Press.”
SNG_R01	“Read.”
SNG_R02	“Reject.”
SNG_S01	“Saved.”
SNG_S02	“Secretary.”
SNG_S03	“Standard.”
SNG_S04	“Subject.”
SNG_S05	“Setting.”
SNG_S06	“Supported.”
SNG_S07	“Switch.”
SNG_S08	“Select.”
SNG_T01	“Thank you.”
SNG_T03	“Then.”
SNG_T04	“To.”
SNG_U01	“Unavailable.”
SNG_U02	“Until.”
SNG_U03	“Urgent.”
SNG_U04	“User ID.”
SNG_U05	“Unknown.”
SNG_V01	“Version.”
SNG_W01	“White.”

Table continues…

File	Prompt
SNG_Y01	“Your.”
ssb_00	“O” (Oh).
ssb_01	“O'Clock.”
ssb_02	“No.”
ssb_03	“None.”
ssb_04	“Midnight.”
ssb_05	“And.”
ssb_06	“Date.”
ssb_07	“Deleted.”
ssb_08	“T number.”
ssb_09	“For.”
ssb_10	“Forwarded.”
ssb_11	“Item.”
ssb_12	“Press.”
ssb_13	“Quantity.”
ssb_14	“Saved.”
ssb_15	“Yesterday.”
ssb_16	“Hundred.”
ssb_17	“Hour.”
ssb_18	“O” (oh).
ssb_19	“At.”
ssb_20	“1” (Down tone).
ssb_21	“1” (Up Tone).
ssb_22	“1” (Level Tone).
ssb_23	“Function failed to complete.”
ssb_23a	“Invalid extension number. Action failed.”
ssb_29	“Minutes.”
ssb_31	“Sub-address.”
ssb_51	“Space.”
ssb_52	“Comma.”
ssb_53	“Full stop.”
ssb_54	“Dot.”
ssb_55	“Colon.”
ssb_56	“Semi-colon.”
ssb_57	“Question mark.”

Table continues…

File	Prompt
ssb_58	“Exclamation mark.”
ssb_59	“www.”
ssb_60	“http.”
ssb_61	“Back slash.”
ssb_62	“Double back slash.”
ssb_63	“Plus.”
ssb_64	“Minus.”
ssb_65	“Dash.”
ssb_66	“At.”
ssb_67	“Quote.”
ssb_68	“Pound.”
ssb_69	“Pound sterling.”
ssb_70	“Dollar.”
ssb_71	“Hash.”
ssb_72	“Dollar.”
svm_01	“Called.”
svm_02	“Calls have been forwarded to e-mail. New calls will also be forwarded to e-mail until turned off.”
svm_03	“Caller was.”
svm_04	“Thank you for leaving a message. Mailbox has now stopped recording.”
svm_05	“Please enter your mailbox number.”
svm_06	“Please enter your access code.”
svm_06a	“Please enter your passcode.”
svm_07	“There is no one available to take your call at the moment so please leave a message after the tone.”
svm_07a	“There is no one available to take your call at the moment so please leave a message after the tone. When finished recording press #.”
svm_08	“For help at anytime press 8.”
svm_09	“That was the last message.”
svm_10	“New message.”
svm_11	“New messages.”
svm_12	“Old message.”
svm_13	“Old messages.”
svm_14	“Saved message.”
svm_15	“Saved messages.”
svm_16	“Remote access is not configured on this mailbox.”

Table continues…

File	Prompt
svm_17	“E-mail is not enabled on this mailbox.”
svm_18	“I am afraid all the operators are busy at the moment but please hold and you will be transferred when somebody becomes available.”
svm_19	“Message was recorded.”
svm_20	“You're being transferred.”
svm_21	“You have.”
svm_22	“Unknown caller.”
svm_23	“Forwarding to e-mail is now turned off.”
svm_24	“Start speaking after the tone and your message will be inserted before the message prior to forwarding.”
svm_25	“To hear the recording press 1, to change the recording press 2, to save the recording press 3.”
svm_25a	“To hear the recording press 1, to change the recording press 2, to save the recording press 3, to return to mailbox press 8.”
svm_26	“Enter the extension to which you wish this message to be forwarded, separating each extension using the # sign. Press # at the end to complete the list.”
svm_27	“Message has not yet been recorded.”
svm_28	“Start speaking after the tone and press 2 when you have finished recording.”
svm_29	“There are no messages.”
svm_35	“Message marked as new.”
svm_36	“Message too short. Deleted. Goodbye.”
svm_37	“Your message has been sent. Goodbye.”
tim_h00	“Hour.”
tim_h01	“One hour.”
tim_h02	“Hours.”
tim_m00	“Minute.”
tim_m01	“One minute.”
tim_m02	“Minutes.”
tim_s00	“Second.”
tim_s01	“One Second.”
tim_s02	“Seconds.”

Related links

Example Voicemail Prompts on page 390

US English Intuity Prompts

The following a list of the numbered prompt files used by Voicemail Pro for US English. These are predominately, though not exclusively, used for Intuity mailbox features.

The corresponding files in other languages may not be the same prompt. This set is for US English only.

File	Prompt
2	“at.”
4	“Not private.”
5	“To record personal greeting press 1. To listen to personal greeting press 0. To select which greeting to use press *#.”
8	“To record a new message press 4.”
13	“To record press 1 after recording press 1 again.”
14	“To make private press 1, to make public press 2.”
15	“And is.”
18	“To forward with comment press 2.”
19	“To review from beginning press *1, if finished press *#.”
21	“To listen press 0.”
24	“To delete press *D.”
27	“To attach original, press y for yes or n for no..”
30	“To change press 1.”
35	“Login incorrect.”
41	“To forward message with comment at beginning, press 2.”
43	“Your call is being answered by IP Office.”
44	“Is not available to leave a message wait for the tone.”
45	“Is busy, to leave a message wait for the tone.”
46	“To access your mailbox press *R.”
49	“No operator defined.”
56	“Thank you for leaving you message.”
58	“For name addressing press *A.”
60	“Changed.”
61	“To modify status, press 9 for yes, or 6 for no.”
62	“Please delete unneeded messages.”
63	“New.”
65	“Contains.”
67	“To create another list.”
70	“Unopened.”

Table continues…

File	Prompt
71	“To leave a message wait for the tone.”
73	“You have.”
74	“Deleted.”
75	“To skip press # to delete press *D.”
77	“Deleted.”
80	“To have system wait press *W if finished please hang up or to disconnected IP Office press **X.”
83	“Entries.”
84	“Entry.”
85	“Erased.”
86	“Extension.”
87	“This call is experiencing difficulties.”
88	“Cannot use the guest password.”
89	“First message.”
91	“At end.”
94	“Goodbye.”
95	“Please disconnect.”
96	“For help press *H.”
97	“For help at anytime press *H.”
100	“Invalid entry.”
105	“To restart at the activity menu press *R.”
108	“You are recording a message.”
109	“Later.”
110	“List.”
111	“Please enter list ID.”
112	“Otherwise for assistance press Zero now.”
113	“You already have a list.”
114	“To replace list renter ID and # sign, to create a new list enter new list ID.”
115	“To transfer using names instead press *2.”
117	“To reach the covering extension press *Zero.”
118	“Enter last name.”
119	“You wish to call.”
120	“Too large to include.”
124	“No more list space.”
125	“Must be six or fewer numerals.”

Table continues…

File	Prompt
126	“To forward message with comment at end press 3.”
127	“Return to previous activity.”
130	“Because there were no entries.”
134	“You can store your list or delete members but you cannot add members.”
141	“No more lists.”
142	“To list to the header press 3.”
143	“To set back again press 2.”
144a	“To administer mailing lists press 1.”
144b	“To administer personal directory press 2.”
145	“List has no entries.”
146	“To continue press #.”
147	“Review completed.”
148	“For extension addressing press *2.”
150	“Members.”
156	“Maximum length recorded.”
159	“Member.”
160	“Message.”
161	“Midnight.”
163	“To call sender press zero.”
164	“Category.”
165	“Returned to getting messages.”
166	“At end to play back press 23.”
167	“To approve press #, to record from here press 1, to play back press 23.”
168	“Messages.”
170	“Delivery scheduled.”
172	“You have new ....”
173	“Please enter new password.”
175	“Please note only IP Office subscribers can be specified by name.”
178	“No addresses identified.”
180	“Nothing to approve.”
182	“Nothing to delete.”
185	“Not found.”
188	“Passwords do not match, please re-enter new password.”
191	“No more messages.”
192	“No messages.”

Table continues…

File	Prompt
193	“No name recorded.”
194	“No new messages.”
197	“Cannot step back.”
198	“Partial name deleted.”
201	“Noon.”
202	“Not valid.”
208	“Is not a public list.”
209	“Cannot modify another subscriber's list.”
210	“Please enter a new password.”
211	“To 15 digits.”
212	“Please enter password again for confirmation, to delete the password you just entered press *D.”
213	“Re-enter password.”
214	“Approved.”
219	“Owned by.”
220	“Enter password.”
223	“Please enter extension.”
224	“And # sign.”
226	“Private.”
227	“Public.”
228	“Record at the tone.”
232	“Recording stopped.”
233	“Previous login incorrect please re-enter extension.”
234	“To respond or forward press 1.”
235	“To restart at the activity menu press *R, to transfer to another extension press *T.”
236	“Try again.”
238	“To review another list.”
240	“To skip press # to listen press zero.”
242	“Returned to the.”
243	“Rewound.”
244	“Rewound to previous message.”
252	“To respond to this message press 1.”
253	“Please enter month, day.”
255	“To delete this message press *D.”
256	“At beginning to re-record press 1 to playback press 23.”

Table continues…

File	Prompt
262	“Received.”
272	“Contact administrator for help.”
274	“Please make entry soon or be disconnected.”
275	“Cannot get your messages now due to multiple logins to your mailbox.”
277	“To exit directory press #.”
282	“To have system wait press *W, to access the names or numbers directory press **N. If finished please hang up or to disconnect IP Office press **X.”
282a	“To have system wait press *W.”
282b	“To access the names or numbers directory press **N.”
285	“To add a member enter extension.”
286	“To add a member enter last name.”
287	“Welcome to IP Office.”
288	“You are in the main directory. To find a subscribers extension, enter the last name followed by the # sign. To enter the letter Q press 7, for z press 9. To lookup by extension instead press *2.”
288a	“You are in the names directory.”
288b	“To find a subscribers extension, enter the last name followed by the # key.”
290	“If you wish to specify a non IP Office subscriber, first change to extension addressing by pressing *A.”
291	“To transfer to another extension press *T.”
292	“Louder press 4, softer press 7, faster press 9, slower press 8.”
292a	“Louder press 4.”
292b	“Softer press 7.”
294	“To add entries press 1.”
295	“To renter list press *5.”
298	“To specify owner by name press *2.”
300	“AM.”
301	“PM.”
305	“You are at the activity menu.”
306	“You are changing your password.”
310	“January.”
311	“February.”
312	“March.”
313	“April.”
314	“May.”
315	“June.”

Table continues…

File	Prompt
316	“July.”
317	“August.”
318	“September.”
319	“October.”
320	“November.”
321	“December.”
322	“You are in the numbers directory. To find a subscribers name, enter the extension followed by the # sign. To lookup by name instead press *2.”
323	“You are responding to a piece of incoming mail.”
325	“You are administering your lists. To create a mailing list press 1, to play a summary of all your lists press 2, to review a particular list press 3.”
327	“You are creating a mailing list.”
328	“To delete the previous entry, press *3. To add a mailing list you have already created or a public list owned by others, press *5. To review or modify the list you are creating, press *1. To approve the list you are creating and move on to the next step, press #.”
329	“You have not yet entered enough characters to identify a specific subscriber. To enter the letter Q press 7, for Z press 9.”
330	“Or enter just the # sign if it is your phone.”
332	“System greeting used.”
333	“To add entries to the list or to change status of the list press 1.”
334	“When finished addressing press #.”
335	“When finished press #.”
339	“To replay the last few seconds press 5, to advance a few seconds press 6..”
339a	“To replay the last few seconds press 5.”
339b	“To advance a few seconds press 6.”
347	“You are adding a list.”
348	“You are specifying a mailing list to review.”
350	“Sunday.”
351	“Monday.”
352	“Tuesday.”
353	“Wednesday.”
354	“Thursday.”
355	“Friday.”
356	“Saturday.”

Table continues…

File	Prompt
357	“You are choosing between subscribers whose names match your entry. To indicate no subscribers match, delete entry by pressing *3. To change to extension addressing and delete your entry press *2.”
358	“You are identifying a list as private or public.”
360	“You are scanning mailing lists, to review list members press 0, to rewind to previous list press 2, to continue scanning lists press 3.”
361	“To skip to next list press #, to delete list press *3.”
362	“If you own the list press #, if some else owns the list.”
363	“To approve the list you are creating press #.”
364	“Enter owner's extension.”
366	“To specify a different owner by extension press *3.”
367	“To specify a different owner by name press *3.”
368	“You are entering the number for a new list. Please enter a number up to 6 digits long.”
369	“To replace an existing list, enter that list's number.”
370	“These are entries in your list.”
371	“To rewind to current entry press 2, to rewind to previous entry press 2 as many times as necessary, to continue playback of list press 3.”
372	“To skip to next entry press #, to delete current entry press *D.”
373	“You are choosing whether to attach a copy of original message to your reply. To include the original press y for yes, to send only your reply press n for no.”
376	“To skip the next header press the # sign to listen to the header rewind by pressing 2 then play by pressing 3 to skip to the next category press *#.”
377	“To delete message press *D.”
380	“Please wait.”
381	“To listen to the message press 0, to re record message before delivery press 1.”
388	“To skip press the # key.”
390	“O” (Oh)
391-450	“One” to “sixty.” For zero, see 585.wav
451	“Seventy.”
452	“Eighty.”
453	“Ninety.”
454	“Hundred.”
455	“Thousand.”
456	“Million.”
464	“Enter extensions.”
468	“To continue playing press 3.”

Table continues…

File	Prompt
471	“If it's your list press #.”
472	“To approve press #, to record from here press 1.”
477	“Press 1 to select.”
478	“2 to select.”
479	“3 to select.”
484	“Enter more characters followed by the # sign. If you just completed entering the last name enter the first name.”
485	“Has.”
486	“To reply to sender by voicemail press 1.”
493	“You are requesting a transfer.”
499	“When finished recording press # to approve or 1 to edit your message.”
500	“This is Audix.”
543	“To avoid further notification of these messages press *#.”
551	“To access your messages.”
556	“To exit press *# now.”
561	“You addressing your message.”
562	“Enter the.”
563	“Digit extension.”
566	“You are responding to an outcall notifying you have new messages.”
569	“To modify press 1, if finished press *#.”
577	“To hold the message in its current category press **H.”
578	“To skip to the next category press *#.”
579	“Password must be.”
585	“Zero.”
587	“You are reviewing a list.”
601	“Priority.”
604	“As you use IP Office, your name will be included in system announcements that you and other people will hear. Press 1 and at the tone please speak your name. After speaking your name press 1 again.”
606	“To re-record you name press 1, to approve press #.”
608	“At the tone please speak your name. After speaking your name press 1.”
610	“You are recording your name. After you record your name, you can access other IP Office features. As you use IP Office your name will be included in system announcements that you and other people will hear. Press 1 and at the tone please speak your first and last name as you would like others to hear it. After speaking your name press 1 again.”

Table continues…

File	Prompt
611	“You are recording your name. To record your name, press 1. After recording press 1 again. To play back name press 23, to approve press #.”
612	“To make private press 1.”
613	“To make priority press 2.”
617	“To remove private status press 1.”
618	“To remove priority status press 2.”
622	“Not priority.”
643	“You are choosing options for this message there are no options currently set.”
644	“You are choosing options for this message with the current settings.”
645	“Private messages cannot be forwarded by the recipients.”
646	“A priority message will be delivered before other messages and will be flagged for special attention in the recipient's mailbox.”
647	“The message will be private.”
648	“The message will be priority.”
651	“The message will be private and priority.”
681	“Sorry cannot leave a message now because this user's mailbox is full.”
700	“To administer mailing lists press 1.”
701	“To change your password press 4.”
702	“To record your name press 5.”
703	“You are at subscriber administration.”
704	“To create lists press 1, to scan lists press 2, to review and modify lists press 3.”
707	“If finished press *#.”
708	“If finished adding entries press #.”
736	“You are recording your name. As you use IP Office your name will be included in system announcements that you and other people will hear.”
744	“For all calls.”
745	“Active.”
747	“For internal calls.”
748	“For external calls.”
749	“For busy calls.”
750	“For no answer.”
751	“For out of hours calls.”
752	“To listen to a greeting press 0, to create change or delete a greeting press 1, to scan all your greetings press 2, to activate a greeting press 3, to administer call types press 4, if finished press #.”
753	“Enter greeting number.”

Table continues…

File	Prompt
754	“Greeting.”
755	“Not recorded.”
756	“To listen to greeting.”
757	“To re-record, press 1.”
759	“To review status, press 2.”
760	“Press 0.”
764	“To use this greeting for all calls press 0, for internal calls press 1, for external calls press 2.”
765	“Recorded but not active.”
766	“To use this greeting for all calls press 1.”
767	“To use this greeting for all calls press 0, for busy calls press 1, for no answer calls press 2.”
770	“Recorded and active.”
771	“Approved and active.”
772	“Again.”
773	“To activate for out of hours call press 3.”
775	“To record messages press 1. To get messages press 2. To administer personal greetings press 3.”
775a	“To record messages press 1.”
775b	“To get messages press 2.”
775c	“To administer personal greetings press 3.”
776	“The system greeting.”
777	“Cannot listen to system greeting.”
778	“Cannot modify system greeting.”
779	“No greetings recorded.”
780	“Personal greetings review completed.”
781	“To skip to the next greeting press the # sign.”
782	“To activate a greeting enter greeting number, to de-activate a greeting activate a different greeting in its place.”
783	“To activate another greeting enter greeting number to de-activate a greeting activate a different greeting in its place.”
784	“To activate system greeting enter 0.”
785	“Same greeting used for all calls.”
786	“To identify calls as internal and external press 1.”
787	“To identify calls as busy and no answer press 2.”
788	“To identify calls as out of hours press 3.”

Table continues…

File	Prompt
790	“Calls identified as internal and external.”
791	“Calls identified as busy and no answer.”
792	“Calls identified as out of hours.”
793	“Calls not identified as out of hours.”
797	“To use the same greeting for all calls press 5.”
810	“External.”
812	“No answer.”
814	“Calls.”
815	“You are administering your personal greetings.”
816	“You are listening to a personal greeting.”
817	“You are recording a personal greeting.”
818	“You have just recorded.”
819	“You are scanning your personal greetings.”
820	“You are selecting which greeting to activate.”
821	“You administering call types.”
822	“As you use IP Office, your name will be included in system announcements that you and other people will hear. At the tone please speak your name, after speaking your name press 1.”
823	“For all calls.”
825	“For internal.”
826	“For external.”
827	“For busy.”
828	“For no answer.”
829	“For out of hours.”
830	“You must approve your recording.”
832	“Please enter extension and # sign.”
839	“To rewind to the previous greeting press 2.”
840	“Option.”
841	“Not defined.”
843	“To scan headers and messages press 1, to scan headers only press 2, to scan messages only press 3.”
844	“End of message.”
845	“Next message.”
846	“You are selecting an option for automatic message scan.”
847	“You are automatically scanning your incoming messages. To listen to the message press 0, to respond to or forward the message press 1.”

Table continues…

File	Prompt
847a	“You are automatically scanning your incoming messages..”
847b	“To listen to the message press 0.”
848	“You are automatically scanning your incoming messages. To listen to the message press 0, to respond to the message press 1.”
848a	“You are automatically scanning your incoming messages.”
848b	“To listen to the message press 0.”
849	“To skip the next message press the # key, to the listen to the header rewind by pressing 2, then play by pressing 3, to skip to the next category press *#.”
849a	“To skip the next message press the # key.”
849b	“To the listen to the header rewind by pressing 2, then play by pressing 3.”
850	“Broadcast and login message services are not available.”
852	“To rewind to the current entry press 2, to rewind to previous entry press 2 as many times as necessary.”
868	“Mailbox id must be less than or equal to less than 16 digits.”
869	“If the extension entered belongs to a casual subscriber you will be prompted for a mailbox id.”
905	Short silence.
907	2 seconds of silence.
913	“If finished press #.”
915	“No options menu available.”
916	“To send message press # or enter an option to hear a list of options press 0.”
924	“Seconds.”
925	“Minutes.”
926	Beep
928	“New messages.”
929	“Old messages.”
935	“Unopened messages.”
936	“Partial entry deleted.”
937	“Sorry you are having difficulty please get help and try again later.”
938 - 968	Ordinal numbers “1st” to “31st.”
971	“To send press #.”
972	“To reach the covering extension press Zero.”
973	“If you are finished please hang up or press **X.”
977	“Name not found.”
987	“Enter last name of the person.”
990	“To record and send voicemail messages press 1.”

Table continues…

File	Prompt
992	“To get messages press 2.”
1001	“To scan incoming messages automatically press 7, to relogon press **R.”
1001a	“To change outcalling information press 6.”
1001b	“To scan incoming messages automatically press 7.”
1001c	“To relogon press **R.”
1006	“To record or change the greeting heard by callers press 3.”
1010	“With priority.”
1011	“With fax.”
1020	“No message to send.”
1028	“Page.”
1029	“Pages.”
1041	“There are no new faxes.”
1048	“Nothing to print.”
1052	“To specify your fax preferences press 3.”
1061	“Your default print destination is....”
1071	“Fax message from...”
1073	“To print press *1.”
1075	“To change the default print destination press 1.”
1087	“To print to destination.”
1088	“Press #.”
1089	“To specify destination, enter digits followed by the # key.”
1091	“You are specifying where your documents will be printed.”
1092	“A default print destination has not been assigned.”
1093	“To assign a default print destination press *7 then 53.”
1098	“To approve press #.”
1118	“You are specifying the default print destination for fax items.”
1141	“When finished recording press # for more options.”
1144	“To specify whether a message can be addressed before it is recorded press 6.”
1145	“To administer call answer options press 7.”
1152	“Address before record turned on.”
1153	“To turn off press 1.”
1154	“Address before record turned off.”
1155	“To turn on press 1.”
1157	“You are administering addressing options.”
1158	“To prevent callers from leaving messages press 1.”

Table continues…

File	Prompt
1159	“Call answer messages will not be accepted.”
1160	“To allow callers to leave messages press 1.”
1161	“You are administering call answer options.”
1162	“Sorry the mailbox you have reached is not accepting messages at this time.”
1163	“Is not available.”
1164	“Call answer messages will be accepted.”
1219	“To review or change your reach options press 7.”
1305	“Please enter an outcalling option to hear a list of options press 0.”
1430	“To following message was restored.”
1431	“No message to restore.”
1432	“To undelete last deleted message press **U.”
1434	“To return to getting messages press #.”
1440	Beep
1443	“Voice file system is out of space.”
1444	“Please contact the administrator.”
1457	“Old and new passwords cannot be the same.”
1461	“You are getting your incoming messages.”
1462	“To listen to the message press Zero.”
1463	“To reply to sender by voicemail press 17.”
1464	“To forward with comments press 12.”
1465	“To record a new message press 14.”
1466	“To respond to or forward the message press 1.”
1467	“The return address for this message is not a mailbox on this system.”
1469	“To reply to sender by voicemail press 7.”
1964	“The ability for callers to leave messages in your mailbox is turned off.”
1965	“To allow callers to leave messages press 571.”
1970	“Invalid password please enter new password and # sign.”
2007	“With text.”
2008	“With other media.”
2010	“Zero.”
2011	“bytes.”
2012	“Byte.”
2013	“Kilobyte.”
2014	“Kilobytes.”
2015	“Megabyte.”

Table continues…

File	Prompt
2016	“Megabytes.”
2018	“And.”
2019	“Message from.”
2021	“Private.”
2022	“Private priority.”
2023	“Priority.”
2025	“Call from.”
2026	“Call received.”
2029	“This is a .”
2030	“Voice.”
2031	“Fax.”
2032	“Text.”
2033	“Attached file.”
2034	“Multimedia.”
2035	“To advance to the end of the message press *6.”
2038	“Rewound.”
2039	“Component.”
2040	“To listen press 3.”
2041	“To customize your mailbox, for example to create or edit your mailing lists or change your password, press 5.”
2042	“To administer your media preference for sorting messages, press 8.”
2043	“You are administering your preferred media type for sorting incoming messages. Messages with a primary media type matching your preference will be presented before other messages, regardless of the order in which they have been received.”
2044	“No media preference for sorting incoming messages has been specified.”
2045	“For voice press 1, for fax press 2, for text press 3, for binary files press 4.”
2046	“To retain your current preference press the # key.”
2047	“You media preference for sorting incoming messages is.”
2048	“For no preference press zero.”
2049	“Will be your preferred media type.”
2051	“Your password cannot be the same as your extension number consecutive digits or a single repeated digit. Please enter new password and the # key.”
2052	“At beginning of message to step back to previous message press *2 to listen press Zero.”
2053	“Approximately.”
2057	“At beginning of message.”

Table continues…

File	Prompt
2061	“To enter the telephone number of a fax machine press **5.”
2063	“Enter the telephone number of a fax machine followed by the # sign.”
2065	“The telephone number of a fax machine should be entered as it would be dialed from the location of your messaging system. It can contain a maximum of 23 digits including trunk access, long distance or international access codes if necessary and is subject to administrator restrictions.”
2071	“You are specifying the telephone number of a fax machine.”
2165	“Transferring to.”
4409-4434	Alphabetic characters “A” to “Z.”
G0000 - G0009	“Press zero” through to “Press 9”
G0010 - G0019	“Press *zero” through to “Press *9.”
G0020	“Press ** zero.”
G0021	“Press **1.”
G0022	“Press **2.”
G0023	“Press **3.”
G0024	“Press **4.”
G0025	“Press **5.”
G0026	“Press **6.”
G0027	“Press **7.”
G0028	“Press **8.”
G0029	“Press **9.”
G0030	“Press **.”
G0031	“Press the # key.”
G0032	“Press *#.”
G0033	“Press the 8 key.”
G0038	“Followed by the # key.”
G0039	“Hangup.”
G0040	“You are changing your Outcalling options.”
G0041	“System not administered for Outcalling.”
G0042	“You are not authorized for Outcalling.”
G0043	“When finished please hang up or .”
G0044	“You are selecting which messages will receive out calls.”
G0045	“For instructions on entering your outcalling number.”
G0046	“For instruction on configuring outcalling.”
G0047	“You are not authorized to input a number.”
G0048	“Goodbye.”

Table continues…

File	Prompt
G0049	“Goodbye and thank you for calling.”
G0050	“Modified.”
G0051	“To return to the activity menu.”
G0052	“Subject to administrator restrictions.”
G0053	“To change times.”
G0054	“To turn off”
G0055	“To turn on”
G0059	“You are administering call types.”
G0060	“To administer call types.”
G0061	“To de-activate.”
G0062	“To activate.”
G0063	“To activate for all calls.”
G0064	“To activate for external calls only.”
G0065	“To activate for internal calls only.”
G0066	“To listen to a greeting.”
G0067	“To create a greeting.”
G0068	“To scan all your greetings.”
G0069	“To activate a greeting.”
G0070	“To deactivate a greeting.”
G0071	“For all calls.”
G0072	“For internal calls.”
G0073	“For internal calls only.”
G0074	“For external calls.”
G0075	“For external calls only.”
G0076	“For other calls.”
G0077	“For out of service calls.”
G0080	“To use this greeting.”
G0081	“For the temporary greeting”
G0082	“For number engaged calls”
G0083	“For no reply calls.”
G0084	“For the default greeting.”
G0085	“When finished.”
G0086	“Please enter a number between.”
G0087	“Where zero will set the temporary greeting to not expire.”
G0088	“Please enter the number of days you wish this greeting to be active for.”

Table continues…

File	Prompt
G0089	“Your temporary greeting.”
G0090	“For the next.”
G0091	“Days.”
G0092	“For today.”
G0098	“Based on an outcalling time profile.”
G0099	“Not configured.”
G0100	“Turned off.”
G0101	“Inactive.”
G0102	“Desk.”
G0103	“Home.”
G0104	“Mobile.”
G0105	“Temporary.”
G0106	“Delegate.”
G0107	“Secretary.”
G0108	“Other.”
G0109	“SMS.”
G0110	“Voicemail.”
G0111	“Escalation.”
G0112	“An escalation list.”
G0113	“Extension.”
G0120	“For none.”
G0121	“For internal.”
G0122	“For desk.”
G0123	“For home.”
G0124	“For mobile.”
G0125	“For temporary.”
G0126	“For delegate.”
G0127	“For secretary.”
G0128	“For other.”
G0129	“For SMS.”
G0130	“For voicemail.”
G0131	“For escalation.”
G0137	“Warning.”
G0139	“To continue.”
G0140	“Currently.”

Table continues…

File	Prompt
G0141	“For help.”
G0142	“For help at any time.”
G0143	“To leave.”
G0144	“To change.”
G0145	“To reject.”
G0147	“Time.”
G0148	“The time out is.”
G0149	“To change the time out.”
G0150	“To configure outcalling.”
G0151	“Your escalations have not been configured.”
G0152	“Your escalations are configured to call the following locations in the listed order.”
G0153	“To repeat list.”
G0154	“To repeat list with numbers.”
G0155	“To review the list.”
G0156	“You are selecting locations for the escalation list.”
G0157	“To input the list again.”
G0158	“You have completed inputting the escalation list.”
G0159	“To select a destination.”
G0160	“Where the following destinations will be called in order.”
G0161	“To configure escalations.”
G0162	“Please input your.”
G0163	“Location.”
G0164	“To enter a delay.”
G0165	“Enter the delay in minutes.”
G0171	“The ring time.”
G0172	“The ring time is.”
G0173	“The delay before calling the next number.”
G0174	“The delay before calling the next number is.”
G0184	“Or.”
G0185	“To.”
G0186	“Where.”
G0187	“Between.”
G0188	“Invalid time.”
G0191	“Is active.”
G0192	“Is inactive.”

Table continues…

File	Prompt
G0193	“Is set to.”
G0194	“Is not set.”
G0195	“To repeat.”
G0196	“To listen.”
G0197	“To listen press 0.”
G0200	“And.”
G0201	“Your outcalling is.”
G0202	“Your outcalling is set.”
G0203	“Your outcalling destination is set to.”
G0204	“The number is.”
G0205	“Number is.”
G0206	“Number.”
G0207	“To change numbers.”
G0208	“To input a number.”
G0209	“For instructions on entering your outcalling number.”
G0210	“For instructions on configuring outcalling.”
G0211	“To change the number.”
G0212	“There is no number defined for the selected destination.”
G0213	“You are configuring outcalling destination.”
G0214	“To configure outcalling.”
G0215	“To re-configure outcalling.”
G0216	“To change outcalling.”
G0217	“To change outcalling destination.”
G0218	“To change destination.”
G0219	“To change.”
G0220	“Destination.”
G0221	“You have selected.”
G0222	“There is no number defined.”
G0223	“To select an alternate destination.”
G0224	“To select another location.”
G0225	“You have selected the option to configure your telephone numbers.”
G0226	“To exit.”
G0227	“To accept.”
G0228	“To disable.”
G0229	“To enable.”

Table continues…

File	Prompt
G0230	“To turn outcalling off.”
G0231	“To turn outcalling on.”
G0232	“To turn outcalling on for all new messages.”
G0233	“To turn outcalling on for new priority messages only.”
G0234	“To turn outcalling on for new private messages only.”
G0235	“To turn outcalling on for new priority private messages only.”
G0236	“The destination is set to.”
G0237	“To change the destination.”
G0238	“To set a number.”
G0240	“Outcalling is turned off.”
G0241	“Outcalling is turned on.”
G0242	“Outcalling is turned on for all new messages.”
G0243	“Outcalling is turned on only for new priority messages.”
G0244	“Outcalling is turned on only for new private messages.”
G0245	“Outcalling is turned on only for new priority private messages.”
G0251	“Outcalling is turned on between.”
G0252	“Outcalling is turned on for all new messages between.”
G0253	“Outcalling is turned on only for new priority messages between.”
G0254	“Outcalling is turned on only for new private messages between.”
G0255	“Outcalling is turned on only for new priority private messages between.”
G0260	“Outcalling is turned off.”
G0261	“Outcalling is turned on.”
G0262	“Outcalling is turned on for all new messages”
G0263	“Outcalling is turned on only for new priority messages.”
G0264	“Outcalling is turned on only for new private messages.”
G0265	“Outcalling is turned on only for new priority private messages.”
G0272	“For all new messages.”
G0273	“For all new priority messages.”
G0274	“For all new private messages.”
G0275	“For all new priority private messages.”
G0278	“Enter the time in second and #.”
G0279	“Enter the new number and #.”
G0280	“To input a new number.”
G0281	“To input an outcalling number.”
G0282	“Enter the number followed by #.”

Table continues…

File	Prompt
G0283	“Anything entered will be interpreted as part of the called number.”
G0284	“No global commands, such as *4 will be accepted at this time.”
G0285	“A * or # entered as the first character will result in the * or # being output.”
G0286	“A * entered as part of the digit string will be interpreted as a pause of one and a half seconds.”
G0287	“If a longer pause is required, use multiple stars in a row.”
G0288	“To return to outcalling administration.”
G0289	“Enter outcalling number and #.”
G0290	“To exit press *# now.”
G0301	“Your destination is currently configured to.”
G0306	“For system outcalling schedules.”
G0307	“You are specifying your outcalling time period.”
G0308	“For outcalling during peak time.”
G0309	“If not press *3 and re-enter time.”
G0310	“To specify your times.”
G0311	“To delete own time.”
G0312	“Peak time is.”
G0313	“For outcalling ant time press 1.”
G0314	“The time you specify will be restricted by the times allowed by the system administrator.”
G0315	“Outcalling specified to any time subject to administrator restrictions.”
G0316	“For outcalling during prime time press 2.”
G0317	“The system allows outcalls from.”
G0318	“To change outcalling information press 6.”
G0319	“Outcalling specified for.”
G0320	“If correct press #.”
G0321	“From time.”
G0322	“To time.”
G0325	“In the email store.”
G0326	“In exchange.”
G0327	“With one or more attachments.”
G0328	“Marked a priority.”
G0329	“Marked as private.”
G0330	“New message.”
G0331	“New messages.”
G0332	“Old message.”

Table continues…

File	Prompt
G0333	“Old messages.”
G0334	“Saved message.”
G0335	“Saved messages.”
G0336	“New recording.”
G0337	“New recordings.”
G0338	“Old recording.”
G0339	“Old recordings.”
G0340	“Saved recording.”
G0341	“Saved recordings.”
G0342	“New email.”
G0343	“New emails.”
G0344	“Old email.”
G0345	“Old emails.”
G0346	“Saved email.”
G0347	“Saved emails.”
G0350	“There is a message for.”
G0351	“Based on an outcalling time profile which is currently configured as follows.”
G0352	“Your outcalling time profile is currently configured as follows.”
G0353	“Your outcalling time profile is not configured.”
G0354	“Based upon an outcalling time profile.”
G0360	“You are specifying the time for outcalling time profile.”
G0361	“To leave the current time profile.”
G0362	“To change the time profile.”
G0363	“Is set to.”
G0364	“Please enter the time.”
G0365	“The time should be entered as follows: hour, hour, minute, minute, where the hours are given in 24 hour format. For example, 5 past 1 in the afternoon would be entered as 1305.”
G0366	“You are configuring outcalling time profile.”
G0367	“The end time should be greater than the start time.”
G0370	“You have failed to make an input.”
G0371	“If you know the number you wish to dial, please dial it now.”
G0372	“To use dial by name.”
G0373	“To access your mailbox.”
G0374	“To leave a message.”
G0375	“For the operator.”

Table continues…

File	Prompt
G0376	“The number entered is not known.”
G0377	“Please enter your mailbox number.”
G0378	“You have failed to make an input.”
G0379	“Please try again.”
G0380	“The delay before calling the next number.”
G0381	“To change the delay.”
G0384	“Today is not a good day.”
G0385	“It's a public holiday.”
G0386	“It's a company holiday.”
G0387	“It's a work shutdown.”
G0388	“It's the weekend.”
G0389	“It's a working day.”
G0390	“It's not a working day.”
G0391	“Good morning.”
G0393	“Good afternoon.”
G0395	“Good evening.”
G0397	“Goodnight.”
G0399	“Don't know what time of day it is.”
G0400	“You are modifying your personal settings.”
G0401	“You are modifying your callback options.”
G0402	“You are modifying your do not disturb options.”
G0403	“You are modifying your e-mail mode options.”
G0404	“You are modifying your follow me forward options.”
G0405	“You are modifying your mobile twinning options.”
G0406	“You are modifying your voicemail transfer options.”
G0407	“You are modifying your voicemail options.”
G0409	“To modify your forward on busy and on no answer feature setting.”
G0410	“To modify your personal settings.”
G0411	“To modify your callback options.”
G0412	“To modify your DND options.”
G0413	“To modify your e-mail mode options.”
G0414	“To modify your follow me forward options.”
G0415	“To modify your mobile twinning options.”
G0416	“To modify your reception transfer options.”
G0417	“To modify your follow me feature setting.”

Table continues…

File	Prompt
G0418	“To modify your forward unconditional setting.”
G0419	“To modify your forward on busy and on no answer setting.”
G0420	“To modify your forward on no answer setting.”
G0421	“Your follow me feature.”
G0422	“Your forward unconditional feature.”
G0423	“Your forward on busy and on no answer is set to.”
G0424	“Your forward on busy is set to.”
G0425	“Your forward no answer is set to.”
G0426	“Your forward on busy and on no answer are inactive.”
G0427	“Your do not disturb feature.”
G0428	“Your e-mail mode feature.”
G0429	“Your mobile twinning feature.”
G0430	“Your callback option.”
G0441	“To edit voicemail call.”
G0442	“To set the service mode.”
G0450	“To modify your voicemail transfer on zero.”
G0451	“To modify your voicemail transfer on 1.”
G0452	“To modify your voicemail transfer on 2.”
G0453	“To modify your voicemail transfer on 3.”
G0454	“To modify your voicemail transfer on.”
G0455	“To review voicemail transfer on.”
G0460	“Your voicemail transfer on zero.”
G0461	“Your voicemail transfer on 1.”
G0462	“Your voicemail transfer on 2.”
G0463	“Your voicemail transfer on 3.”
G0464	“Your voicemail transfer on.”
G0491	“To print to.”
G0492	“To print to printer.”
G0493	“To printer to system printer.”
G0494	“To print to personal printer.”
G0495	“To print to destination.”
G0501	“A.”
G0502	“B.”
G0503	“C.”
G0504	“D.”

Table continues…

File	Prompt
G0505	“E.”
G0551	“The first.”
G0552	“The second.”
G0553	“The third.”
G0554	“The fourth.”
G0555	“The fifth.”
G0680	“Second.”
G0681	“Seconds.”
G0682	“Star.”
G0683	“Hash.”
G0701	“There are.”
G0702	“Press # to play list.”
G0703	“To select.”
G0704	“# for next.”
G0705	“*# for previous.”
G0706	“and #.”
G0710	“For selection by group.”
G0711	“For selection by first name.”
G0712	“For selection by last name.”
G0713	“For selection by extension.”
G0714	“Entries that match your selection.”
G0715	“*3 to clear the list and restart.”
G0716	“or enter more characters followed by a # to reduce the size of the list.”
G0717	“To change name format entry to.”
G0718	“First name, last name.”
G0719	“Last name, First name.”
G0720	“Enter group name.”
G0721	“Enter first name.”
G0721a	“Enter name.”
G0724	“Name not found.”
G0727	“Invalid entry.”
G1000	“You have logged into the administration mailbox.”
G1001	“For mailbox options.”
G1002	“For system options.”
G1003	“Enter mailbox number.”

Table continues…

File	Prompt
G1004	“Re-enter mailbox number.”
G1005	“To delete mailbox.”
G1006	“To initialize mailbox.”
G1007	“To set the passcode.”
G1008	“Enter new passcode.”
G1009	“To change the passcode.”
G1010	“Re-enter passcode.”
G1011	“To initialize system.”
G1012	“To set the system time.”
G1013	“To reset the callflow.”
G1014	“To modify the callflow.”
G1015	“System initialised.”
G1016	“Mailbox deleted.”
G1017	“Mailbox initialized.”
G1018	“Password set.”
G1019	“Enter the time in 12-hour format.”
G1020	“Enter the time in 24-hour format.”
G1021	“For AM.”
G1022	“For PM.”
G1023	“The time entered is.”
G1024	“The prime time is.”
G1025	“The timezone offset is.”
G1026	“Minus.”
G1027	“Plus.”
G1103	“You will be selecting Exchange as your voicemail store.”
G1104	“You will be disabling Exchange as your voicemail store.”

Related links

Example Voicemail Prompts on page 390

Chapter 54: Voicemail Server Logging

This section looks at some of the options for logging voicemail server operation.

Related links

SMTP logging on page 434
Voicemail Pro Syslogs on page 435

SMTP logging

SMTP error logging is enabled to generate a log of SMTP activity. The log files can be archived and downloaded using the server's web control menus.

Value	Meaning
1	An exception has occurred.
3	The process has run out of memory.
4	An error has occurred due to a problem with the message body or attachments.
5	There was a problem initiating the conversation with the mail server. Ensure the setting of the Domain property is correct.
6	There was an error terminating the conversation with the SMTP mail server.
7	The "From" address was not formatted correctly or was rejected by the SMTP mail server. Some SMTP servers will only accept mail from particular addresses or domains. SMTP mail servers may also reject a From address if the server cannot successfully do a reverse lookup on the address.
8	An error was reported in response to receipt address. The SMTP server may refuse to handle mail for unknown recipients.
9	There was an error connecting to the SMTP mail server.
10	There was an error opening the file. If you have specified file attachments, ensure that they exist and that you have access to them.
11	There was an error reading a file. If you have specified file attachments, ensure that they exist and that you have access to them.
15	No mail server specified.
16	There was a problem with the connection and a socket error occurred.
17	Could not resolve host.

Table continues…

Value	Meaning
18	Connected but server sent back bad response.
19	Could not create thread.
20	Canceled as a result of calling the Cancel method.
21	The operation timed-out while the host was being resolved.
22	The operation timed-out while connecting.
24	ESMTP Authentication failed.
25	The selected ESMTP Authentication mode is not supported by the server.
26	ESMTP Authentication protocol error.
27	Socket Timeout error.
105	Invalid license key.

Related links

Voicemail Server Logging on page 434

Voicemail Pro Syslogs

You can use Voicemail Pro syslogs for the voicemail system management and security auditing. Syslogs can include:

- Audit Trail logs that you can use for complying with industry regulation and/or specific customer agreements.
- Security logs that you can use for discovering and tracking security breaches, and enabling responses to security threats.
- Trace logs that you can use for the detailed tracking of process, data, or communication flow. Trace logs have very low-level details and you can use them for advanced debugging and troubleshooting.
- Debugging logs that you can use for troubleshooting issues that require detailed low-level information. You can use debug logs to support your feedback to the product engineering team for enhancements and error corrections.
- Error and performance logs that you can use for monitoring performance and generating alarms.

For details on configuring voicemail server to write syslogs to syslog server, see Syslog on page 338.

Before you configure voicemail server to write syslogs to syslog server, you must install a syslog server (for example, Kiwi, WinSyslog, Syslog Watcher) on a computer connected to the network and configure it to listen for syslogs on a UDP port.

You can view the Voicemail Pro syslog messages using the Web Control interface of the server. See *Avaya IP Office Using the Server Edition Web Control Menus (15-601011)*.

Related links

Voicemail Server Logging on page 434

Part 12: Further Help

Chapter 55: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

Additional Manuals and User Guides on page 438
Getting Help on page 438
Finding an Avaya Business Partner on page 439
Additional IP Office resources on page 439
Training on page 440

Additional Manuals and User Guides

The Avaya Documentation Center website contains user guides and manuals for Avaya products including IP Office.

- For a listing of the current IP Office manuals and user guides, look at the Avaya IP Office™ Platform Manuals and User Guides document.
- The Avaya IP Office Knowledgebase and Avaya Support websites also provide access to the IP Office technical manuals and users guides.
  - Note that where possible these sites redirect users to the version of the document hosted by the Avaya Documentation Center.

For other types of documents and other resources, visit the various Avaya websites (see Additional IP Office resources on page 439).

Related links

Additional Help and Documentation on page 438

Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and can escalate issues to Avaya when necessary.

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner. See Finding an Avaya Business Partner on page 439.

Related links

Additional Help and Documentation on page 438

Finding an Avaya Business Partner

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner.

Procedure

1. Using a browser, go to the Avaya Website at https://www.avaya.com
2. Select **Partners** and then **Find a Partner**.
3. Enter your location information.
4. For IP Office business partners, using the **Filter**, select **Small/Medium Business**.

Related links

Additional Help and Documentation on page 438

Additional IP Office resources

In addition to the documentation website (see Additional Manuals and User Guides on page 438), there are a range of website that provide information about Avaya products and services including IP Office.

- Avaya Website (https://www.avaya.com)

  This is the official Avaya website. The front page also provides access to individual Avaya websites for different regions and countries.
- **Avaya Sales & Partner Portal** *(*https://sales.avaya.com*)*

  This is the official website for all Avaya business partners. The site requires registration for a username and password. Once accessed, you can customize the portal to show specific products and information type that you want to see.
- **Avaya Support** *(*https://support.avaya.com*)*

  This site provide access to Avaya product software, documentation and other services for Avaya product installers and maintainers.

  - **Avaya Support Forums** *(*https://support.avaya.com/forums/index.php*)*

    This site provides forums for discussing product issues.

- **International Avaya User Group** *(*https://www.iuag.org*)*

  This is the organization for Avaya customers. It provides discussion groups and forums.

- **Avaya Learning** *(*https://www.avaya-learning.com/*)*

  This site provides access to training courses and accreditation programs for Avaya products.

Related links

Additional Help and Documentation on page 438

Training

Avaya training and credentials ensure our Business Partners have the capabilities and skills to successfully sell, implement, and support Avaya solutions and exceed customer expectations. The following credentials are available:

- Avaya Certified Sales Specialist (APSS)
- Avaya Implementation Professional Specialist (AIPS)
- Avaya Certified Support Specialist (ACSS)

Credential maps are available on the Avaya Learning website.

Related links

Additional Help and Documentation on page 438

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